

HQ ODIN DELIVERY ORDER _____
UNDER MASTER CONTRACT NAS5-98140

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Part I. SERVICES AND PRICES

1. Services to be furnished

The Contractor shall provide all services as identified on Attachment A, Headquarters ODIN ORDERING QUANTITIES.

2. Price List

The unit prices set forth on Attachment B, HQ PRICE LIST FOR YEARS 1, 2, AND 3 are applicable to the services ordered under this Delivery Order.

3. Monthly Invoicing

For invoicing and payment purposes, the following guidelines shall apply:

- a. Seat and service level services installed or in effect by the 15th day of the month will be invoiced for the whole month. 'In effect' is defined as beginning when the equipment is delivered to the customer and completely operational, and ending when the Government deletes the seat.
- b. Seat and service level services cancelled on or before the 15th of the month will not be invoiced for that month.
- c. Seat and service level services installed or in effect after the 15th of the month will not be invoiced for that month, but will be invoiced beginning with the next month.
- d. Temporary seats are invoiced the same as the seat and service level services, except that temporary seats are invoiced on a full month basis. (For example, if a seat is needed from June 1 – June 20, the customer is charged for the full month of June for the seat.) The minimum invoice period for a Temporary Seat is one month.
- e. Catalog and other specialized services will be itemized separately on the monthly invoice on a calendar month basis.
- f. Technology Infusion (infrastructure upgrades) will be itemized separately on the monthly invoice on a calendar month basis.
- g. Specific invoice reporting requirements are contained in DRD ODIN-HQ-6.
- h. The Contractor shall not charge for hardware and software used by the Contractor's staff in the performance of this DO. Thus Contractor seats shall not be invoiced.

4. Billing Procedures

The following address is the designated billing office where the Contractor submits the invoices. This designation is for the purposes of performing Government acceptance of the services provided under this delivery order.

<u>Address</u>	<u>Number of Copies</u>
NASA / GSFC	1 Original
Regional Finance Office	
Cost and Commercial Accounts Department	
Code 155	
Greenbelt, MD 20771	

Address
NASA / GSFC
Attention: HQ ODIN Contracting Officer
Code 210.H
Greenbelt, MD 20771

Number of Copies
1 Copy

5. Due Diligence

No due diligence adjustment shall be allowed following delivery order award.

6. Transition Bonus

In accordance with the Master contract Section A.1.7, Transition Bonus, a transition bonus of up to \$100,000 may be granted to a Contractor for completing a smooth transition. However, if the selected Contractor currently performs IT services at NASA HQ, that Contractor will not be eligible to receive the transition bonus. Should a transition bonus be granted, the bonus will be disbursed in accordance with the schedule in the Contractor's transition plan. The Center Director or designee will determine if the transition is smooth and successful and the amount of the bonus, if any. The Center Director's decision is final and not subject to the disputes clause.

7. Period of Performance

The Delivery Order period of performance shall be thirty-six months beginning September 1, 2004 and ending August 31, 2007. The period of performance for the Transition Period shall be TBN months beginning TBN and ending TBN.

8. Return To Service

In accordance with Master Contract paragraph C.5.9.7, Return to Service, the Return to Service (RTS) unit price is to be proposed by the Contractor. For a RTS, the Contractor shall restore all Core Load, Triage 1, Triage 2, and Contractor installed Triage 3 items.

9. Standardization Incentives

The Contractor shall propose a standardization incentive percent discount to the monthly unit price of optional service levels when a Center standardizes on an optional service level. This incentive discount shall apply if a certain percentage of the seats within a platform (PC/MAC/UNIX) (the percentage to be proposed by the Contractor) have the same optional service level. Credits are not subject to the standardization incentive. The incentive can be initiated any time during the delivery order.

10. SEAT SUBSCRIBER VOLUME DISCOUNT

The Contractor pricing for Delivery Order TBD is based on a tech refresh of 1600 (2200-600) seats. The Contractor will reduce the escalation factor from TBN% to TBN% once subscribership under Delivery Order TBD has achieved a sustained volume of 1770 (1600+150+20) tech refresh seats. This reduction is effective immediately for the tech refresh seats as long as the volume is maintained for a minimum of six (6) contiguous months. Sustained volume is defined as tech refresh seats ordered for a minimum of six (6) contiguous months. The Contractor will eliminate the escalation factor once subscribership under Delivery Order TBD has achieved a sustained volume of 2000 tech refresh seats. The escalation factor reduction is based on maintaining the sustained volumes for the required period. If Delivery Order TBD subscribership drops below the tech refresh seat volume thresholds, the applicable reduction will be rescinded and the original escalation factor will apply.

Part II. CONTRACT ADMINISTRATION DATA

1. Accounting and Appropriation Data

The accounting and appropriation data shall be provided upon delivery order award. Funding appropriation data to be provided, as funds are required under delivery order modifications.

2. 1852.232-77 Limitation of Funds (Fixed-Price Contract)

- a. The sum of **\$ TBD** is presently available for payment and allotted to this delivery order. It is anticipated that from time to time additional funds will be allocated to the delivery order. The following table tracks delivery order funding:

SCHEDULE FOR ALLOTMENT OF FUNDS		
Mod No.	Date	Amount
TBD	TBD	TBD

- b. The Contractor agrees to perform or have performed work on the items specified in paragraph (a) of this clause up to the point at which, if this contract is terminated pursuant to the Termination for Convenience of the Government clause of this contract, the total amount payable by the Government (including amounts payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause would, in the exercise of reasonable judgment by the Contractor, approximate the total amount at the time allotted to the contract. The Contractor is not obligated to continue performance of the work beyond that point. The Government is not obligated in any event to pay or reimburse the Contractor more than the amount from time to time allotted to the contract, anything to the contrary in the Termination for Convenience of the Government clause notwithstanding.
- c. (1) It is contemplated that funds presently allotted to this contract will cover the work to be performed until **TBD**.
- (2) If funds allotted are considered by the Contractor to be inadequate to cover the work to be performed until that date, or an agreed date substituted for it, the Contractor shall notify the Contracting Officer in writing when within the next 60 days the work will reach a point at which, if the contract is terminated pursuant to the Termination for Convenience of the Government clause of this contract, the total amount payable by the Government (including amounts payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause will approximate 75 percent of the total amount then allotted to the contract.
- (3) (i) The notice shall state the estimate when the point referred to in paragraph (c)(2) of this clause will be reached and the estimated amount of additional funds required to continue performance to the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it.
- (ii) The Contractor shall, 60 days in advance of the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it, advise the Contracting Officer in writing as to the estimated amount of additional funds

required for the timely performance of the contract for a further period as may be specified in the contract or otherwise agreed to by the parties.

- (4) If, after the notification referred to in paragraph (c)(3)(ii) of this clause, additional funds are not allotted by the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it, the Contracting Officer shall, upon the Contractor's written request, terminate this contract on that date or on the date set forth in the request, whichever is later, pursuant to the Termination for Convenience of the Government clause.
- d. When additional funds are allotted from time to time for continued performance of the work under this contract, the parties shall agree on the applicable period of contract performance to be covered by these funds. The provisions of paragraphs (b) and (c) of this clause shall apply to these additional allotted funds and the substituted date pertaining to them, and the contract shall be modified accordingly.
- e. If, solely by reason of the Government's failure to allot additional funds in amounts sufficient for the timely performance of this contract, the Contractor incurs additional costs or is delayed in the performance of the work under this contract, and if additional funds are allotted, an equitable adjustment shall be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the items to be delivered, or in the time of delivery, or both.
- f. The Government may at any time before termination, and, with the consent of the Contractor, after notice of termination, allot additional funds for this contract.
- g. The provisions of this clause with respect to termination shall in no way be deemed to limit the rights of the Government under the default clause of this contract. The provisions of this Limitation of Funds clause are limited to the work on and allotment of funds for the items set forth in paragraph (a) of this clause. This clause shall become inoperative upon the allotment of funds for the total price of said work except for rights and obligations then existing under this clause.
- h. Nothing in this clause shall affect the right of the Government to terminate this contract pursuant to the Termination for Convenience of the Government clause of this contract.

3. Total Delivery Order Value:

The total delivery order value is in the Not-to-Exceed amount of \$TBD.

4. Authorized Officials

Title	NASA HQ Official Name
Delivery Order Contracting Officer (DOCO)	Michel� Hull
Delivery Order Contracting Officer's Technical Representative (DOCOTR)	Noah Nason III
Alternate DOCOTR	Jes Ray Johnston III

Pursuant to Master Contract Paragraph A.1.15, Procedures to Effect Specialized Requirements, only the persons listed as Authorized Officials above are authorized to initiate the specialized requirements that cause a price change in this Delivery Order.

5. Retainage Pools

In accordance with Master Contract Paragraph A.1.8 (a) and (b), Retainage Pools, the Government shall withhold the following amounts from the sum of the monthly seat/system prices submitted on the invoices for the Delivery Order and subsequent modifications.

- a. Three (3) percent for the Performance Retainage Pool (PRP)
- b. Three (3) percent for the Metric Performance Retainage Pool (MPRP) for Desktop User Services, Printer Services and Fax Services
- c. Three (3) percent for the Metric Performance Retainage Pool (MPRP) for catalog purchases.

These amounts will be deducted from the monthly invoiced amounts and disbursed if authorized by the ODIN Program Manager. Any amounts not authorized for disbursement will not be carried forward and the Delivery Order will be unilaterally modified to decrease the order dollar value.

6. Retainage Pool Decisions

PRP DECISION – Pursuant to Master Contract A.1.8, Retainage Pools (as modified by Master Contract Modification 5), the PRP decision will be made on a discretionary (i.e. all, partial or none) basis.

- a. For the Delivery Order, the PRP decision shall be made semiannually.
- b. For the Delivery Order, the PRP decision criteria set forth in Master Contract.
- c. The Contractor's manner and degree in satisfying requirements, planning work, implementing on schedule, providing effective customer communication, and presenting monthly ODIN status.
- d. Overall satisfaction of the Headquarters IT POCs.
- e. Compliance with NASA Agency and Center Security Requirements/Standards.
- f. Overall support for the successful implementation and operation of NASA's Integrated Financial Management (IFM) at the Center.

MPRP DECISION – Pursuant to Master Contract A.1.8 Retainage Pools, the MPRP will use a discretionary decision to disburse as follows:

- a. Desktop Services – 1% for Service Delivery +1% Availability + 1% for Customer Satisfaction = 3%
- b. Catalog Services – 1.5% for Service Delivery + 1.5 Customer Satisfaction =3%
- c. Fax Service – 1% for Service Delivery +1% Availability + 1% for Customer Satisfaction = 3%.

Example:

Desktop Services:			Available MPRP: \$30,000			
Metric	Retained Amount (\$)	Percentage	Criteria	Performance	Disbursed Amount (\$)	Disburse
Availability	\$10,000	1%	98%	99.2%	\$10,000	Yes
Service	\$10,000	1%	98%	98.5%	\$10,000	Yes

Delivery						
Customer	\$10,000	1%	95%	92.4%	\$0	No
Satisfaction						
Total	\$30,000	3%			\$20,000	

7. Master Contract Section A.1.38 - State and Local Taxes

Under this Delivery Order, the Contractor shall obtain all the necessary exemption documentation required for applicable tax exemptions at the beginning of the Delivery Order.

8. Delivery Order Termination

If this delivery order is terminated, the Contractor shall provide to the Government all assets in use by the Government. The cost of the transfer of these assets shall be governed by the ATV report DRD ODIN-HQ-13.

The Contractor shall provide the Government with the Help Desk ticketing and support systems and the data for these systems in a machine-readable form. This data transfer shall be performed at no additional charge to the Government. There shall be no additional cost to the Government to transfer the licenses and associated documentation and customization items.

The Contractor shall provide all asset tracking information in a machine-readable format. This data transfer shall be performed at no additional charge to the Government.

Part III. REQUIREMENTS

DESKTOP SERVICES REQUIREMENTS

1. Network Configuration

The Contractor shall be responsible for the setup and configuration of all seats and catalog items requiring network connectivity, including coordination with the existing non-ODIN provider to complete the appropriate network connectivity.

The Contractor shall be responsible for installing and configuring printer drivers for any Contractor managed computer seat to enable printing to networked non-ODIN printers and combination printer / copiers. This shall be completed without customer involvement.

2. IT Resource Mapping

The Contractor shall be responsible for ensuring that appropriate IT resources such as printers, printer / copiers (such as the Lanier Printer/Copiers), and file services are properly mapped to customer desktops. The Contractor shall test these mappings. If they do not work, the Contractor shall take the appropriate steps to fix them by either modifying the desktop or by notifying the non-ODIN contractor if the fault is with non-ODIN infrastructure.

3. Performance Measurements

The following sentence in the Master Contract Paragraph N.1, ODIN Performance Measurements, is not applicable to performance under the Delivery Order: "To accommodate possible fluctuations due to the testing and ranking process, allowances of up to 10% below the offeror's IV&V baseline profile ranking will be considered." The Contractor shall meet or exceed the minimum performance levels established for the Delivery Order. There is no acceptable range for rating below these minimums. Deviations with lower percentiles established for the Delivery Order will not be accepted.

4. Minimum Performance Levels

The ODIN Performance Specifications in Master Contract Paragraph N, ODIN Performance Specifications, must be met or exceeded for any HQ computer seat. Headquarters plans to utilize both entry-level and high-end performance models for PC and Macintosh GP1, GP3, GP3 lightweight, and MA1 computers. HQ will accept ODIN agency computer performance levels as specified in the Master Contract. Certifications will be performed in accordance with the Master Contract.

5. Master Contract Attachment R Baseline Core Seat Components

The Contractor shall baseline the size and speed of core components as contained in their proposal and shall not reduce these for the remainder of the Delivery Order. On subsequent Master Contract Attachment R submissions, if the Contractor increases one or more of the core components, then the increased size and speed shall become the new baseline for those components on the future submissions. The core components are defined as processor speed, memory (RAM), hard drive capacity, video card memory, CD / DVD drive, and removable media capacity.

If the Contractor's proposed minimum performance levels exceed those stated in Master Contract Attachment N – ODIN Performance Specifications, Table N.2.1 - Platform Minimum Performance Percentiles, the proposed levels shall constitute the new minimum performance levels.

6. Master Contract Attachment R Technology Refreshment

The systems that have been certified by the NASA-selected third party certification firm and are accepted by the Government as satisfying the applicable quarter's minimum performance requirements are set forth in Delivery Order Attachment F.

7. Desktop Seat Changes

If the Government changes a seat type during the HQ Delivery Order, e.g., from a GP1 to a GP3 for a person moving from a desktop system to a portable system, the monthly seat price shall change to the new seat price. When this type of change occurs, the Contractor may charge a single M/A/C.

8. Delivery of Temporary Desktop Seats

For temporary seats, the Contractor shall provide the ordered services as follows:

- The Government shall only order GP1 And GP3 PC and MAC seats. GP3 Light seats will not be ordered. Both Entry-Level and High-End seats may be ordered.
- The service levels that may be selected for permanent seats shall also be available for selection with temporary seats:
- Delivery times for Temporary seats shall be the same as permanent seats.
- The temporary desktop seats shall meet current NASA Standards 2804 and 2805.

9. Computer Seat Management

As computer seats are deleted and placed in inventory, there shall be no charges to the Government for these seats while they are in inventory. When NASA adds computer seats, the Contractor may use previously deleted seats from the existing inventory. When previously deleted seats are no longer available, the Contractor shall provide a new seat at the current quarter refresh level.

The Contractor shall not deploy seats that are more than three-years old from the time the seat was first deployed at NASA HQ, unless waived in advance and in writing by the DOCOTR.

10. Delivery of Seats

The Contractor shall provide new and temporary seats within 3 business days of DOCOTR approval in the Headquarters ODIN New User Request System (HONURS) or any other mutually agreed to and documented process.

The Contractor shall configure a new or temporary seat with all required core hardware and software at time of delivery. The Contractor shall include above core software as part of the initial set-up, if it is ordered at the time of the initial new seat order, and is available through the reuse pool, an existing site license, or the software library. Items ordered through the catalog shall be installed based upon the service metric for the catalog.

When a new seat is issued, the Contractor shall provide the customer with all user IDs and passwords requested as part of the new seat HONURS request.

11. Desktop Related Maintenance

(Reference Master Contract Paragraphs E.3.1.3, E.3.1.4 & E.3.1.5) When ordering hardware maintenance, system software maintenance, or ODIN application software

maintenance for a seat, the Government will order the same service level for all 3 Types of Service.

When a customer orders critical maintenance for hardware maintenance, system software maintenance, and Contractor application software maintenance the customer will order the 'enhanced' Service Level for the 'integrated customer support /' Type of Service (Master Contract Paragraph E.3.1.11, Integrated Customer Support/Help Desk).

12. Applicability of ODIN Services To Delivery Order

Service levels for each seat type are shown in the HQ ODIN Price Model Attachment B. The following seats are available for ordering under the HQ Delivery Order:

- GP1 PC and Mac Desktop Seats, both entry level and high-end.
- GP3 PC and Mac Laptop Seats, both entry level and high-end.
- GP3 Lightweight PC and Mac Laptop Seats, both entry level and high-end.
- MA1 PC and Mac Desktop Seats, both entry level and high-end.
- Multiple Customer Computer Seats
- ODIN Application Software License Seats.
- Network Printer Seats (PRN_BW1, PRN_BW2, PRN_BW3, PRN_C1, PRN_C2, PRN_C3).
- Fax Seats (FAX_1, FAX_2, FAX_3).

13. Docking Station for GP3 Laptops and Lightweight Laptops

Upon request, the Contractor shall provide a docking station for the GP3 Seat as shown below. This Type of Service / Service Levels is added to the Desktop Service Level Definitions of the Master Contract Paragraph E.3.1, Desktop Service level Definitions. The docking station specification shall be approved by the DOCOTR. The docking station Service Services are defined as follows:

Service Description: The Contractor shall meet or exceed the requirements specified below. Services include:

- a. Standard Contractor provided keyboard, mouse and speakers
- b. Network interface card/capability for network configuration for both docked and undocked (connected in a conference room, etc.) modes
- c. Parallel connection capability, serial connection capability, USB 2.0 minimum connection, and monitor connection capability
- d. Power supply and power connection capability
- e. The following service levels shall be provided:

Service Levels	Typical Service Characteristic
No Docking Station	No Docking Station Service provided.
Docking Station	Docking Station Service provided

14. Requirement for Carrying Case, Battery Replacement, and Network Access Capability for GP3 Laptops and Lightweight Laptop

- a. In addition to the requirements identified in Master Contract Paragraph E.2.1.4, GP3 Seat Description, the Contractor shall provide a laptop carrying case. This case shall be capable of holding the GP3, mouse, power cord, charger/power supply, modem cable, Ethernet cable, a CD-ROM sized device, and an extra battery.
- b. All battery replacements of GP3 systems shall be the responsibility of the Contractor at no additional cost to the government.
- c. The following items will be provided with all GP3 Seats:
 - o Network Interface Card – NIC card;
 - o At least 56KB modem;
 - o One battery.

15. Network Printer (PRN) Seats

Network printer seats provide printing capability throughout the Headquarters building. The purpose of the PRN seats is to provide hardware, maintenance, and support for network printers. The Government retains the right to define the on-site location of the PRN seat and the customers accessing the printer. Even though the PRN seats provide shared peripheral services, the PRN network printers shall not be included in the calculation to meet the distance requirements set forth in Master Contract E.3.1.14, Shared Peripheral Services. The Contractor shall provide written notification to the DOCO no less than forty-five (45) days prior to any change in the printer manufacturer/model that the Contractor will use to provide the PRN seat services. The end-user is only responsible for replacing the paper and toner associated with the printer seat; other items needed to maintain the functionality of all printer seats is the responsibility of the Contractor.

- a. PRN BW1 Seat Description. The printer provides a network entry-level black and white laser printer at a customer-designated location for use by customer-designated desktops.

Service Type	Standard Service Level	Service Level Description
Print Speed	Low Capacity	15-30 pages per minute.
Month Duty Cycle	Low Capacity	20,000 – 50,000 pages per month
Real Memory	Low Capacity	16MB Minimum
Disk Storage	Low Capacity	Not Required
Hardware Maintenance	Premium	Restore to service in eight prime time hours.
Hardware Technology Refresh	Premium	Hardware replacement every 3 years.
Moves / Adds / Changes	Regular	Per ODIN Agency Master Contract.

Service Type	Standard Service Level	Service Level Description
Integrated Customer Support / Help Desk	Regular	Full, 12 by 5, 6 AM to 6 PM, Monday through Friday, except Holidays.
ODIN Technician Access	Normal	Any Contractor Technician is permitted access to the equipment without an escort.
	Basic (optional)	The Contractor Technician must be escorted by a customer / Code representative at all times. The Contractor technician may not be exposed to any classified computers or data.
	Top Secret (optional)	Any Contractor Technician must be a US citizen and escorted by a customer / Code representative at all times. The Contractor technician may be exposed to classified computers or data.

- b. PRN BW2 Seat Description. The printer provides a network mid-level black and white laser printer at a customer-designated location for use by customer-designated desktops.

Service Type	Standard Service Level	Service Level Description
Print Speed	Medium Capacity	20-50 pages per minute.
Month Duty Cycle	Medium Capacity	40,000 – 200,000 pages per month
Real Memory	Medium Capacity	32MB Minimum
Disk Storage	Medium Capacity	Option Available
Hardware Maintenance	Premium	Restore to service in eight prime time hours.
Hardware Technology Refresh	Premium	Hardware replacement every 3 years.
Moves / Adds / Changes	Regular	Per ODIN Agency Master Contract.
Integrated Customer Support / Help Desk	Regular	Full, 12 by 5, 6 AM to 6 PM, Monday through Friday, except Holidays.

Service Type	Standard Service Level	Service Level Description
ODIN Technician Access	Normal	Any Contractor Technician is permitted access to the equipment without an escort.
	Basic (optional)	The Contractor Technician must be escorted by a customer / Code representative at all times. The Contractor technician may not be exposed to any classified computers or data.
	Top Secret (optional)	Any Contractor Technician must be a US citizen and escorted by a customer / Code representative at all times. The Contractor technician may be exposed to classified computers or data.

- c. PRN BW3 Seat Description. The printer provides a network high-level black and white laser printer at a customer-designated location for use by customer-designated desktops.

Service Type	Standard Service Level	Service Level Description
Print Speed	High Capacity	> 50 pages per minute.
Month Duty Cycle	High Capacity	> 200,000 pages per month
Real Memory	High Capacity	32MB Minimum
Disk Storage	High Capacity	Option Available
Hardware Maintenance	Premium	Restore to service in eight prime time hours.
Hardware Technology Refresh	Premium	Hardware replacement every 3 years.
Moves / Adds / Changes	Regular	Per ODIN Agency Master Contract.
Integrated Customer Support / Help Desk	Regular	Full, 12 by 5, 6 AM to 6 PM, Monday through Friday, except Holidays.
ODIN Technician Access	Normal	Any Contractor Technician is permitted access to the equipment without an escort.
	Basic (optional)	The Contractor Technician must be escorted by a customer / Code representative at all times. The Contractor technician may not be exposed to any classified computers or data.
	Top Secret (optional)	Any Contractor Technician must be a US citizen and escorted by a customer / Code representative at all times. The Contractor technician may be exposed to classified computers or data.

Service Type	Standard Service Level	Service Level Description
		at all times. The Contractor technician may be exposed to classified computers or data.

- d. PRN C1 Seat Description. The printer provides a network entry-level color printer at a customer-designated location for use by customer-designated desktops.

Service Type	Standard Service Level	Service Level Description
Print Speed	Low Capacity	10-20 pages per minute.
Month Duty Cycle	Low Capacity	20,000 – 40,000 pages per month
Real Memory	Low Capacity	16MB Minimum
Disk Storage	Low Capacity	Not Required
Hardware Maintenance	Premium	Restore to service in eight prime time hours.
Hardware Technology Refresh	Premium	Hardware replacement every 3 years.
Moves / Adds / Changes	Regular	Per ODIN Agency Master Contract.
Integrated Customer Support / Help Desk	Regular	Full, 12 by 5, 6 AM to 6 PM, Monday through Friday, except Holidays.
ODIN Technician Access	Normal	Any Contractor Technician is permitted access to the equipment without an escort.
	Basic (optional)	The Contractor Technician must be escorted by a customer / Code representative at all times. The Contractor technician may not be exposed to any classified computers or data.
	Top Secret (optional)	Any Contractor Technician must be a US citizen and escorted by a customer / Code representative at all times. The Contractor technician may be exposed to classified computers or data.

- e. PRN C2 Seat Description. The printer provides a network mid-level color printer at a customer-designated location for use by customer-designated desktops.

Service Type	Standard Service Level	Service Level Description
Print Speed	Medium Capacity	15-30 pages per minute.

Service Type	Standard Service Level	Service Level Description
	Capacity	
Month Duty Cycle	Medium Capacity	40,000 – 150,000 pages per month
Real Memory	Medium Capacity	48MB Minimum
Disk Storage	Medium Capacity	Option Available
Hardware Maintenance	Premium	Restore to service in eight prime time hours.
Hardware Technology Refresh	Premium	Hardware replacement every 3 years.
Moves / Adds / Changes	Regular	Per ODIN Agency Master Contract.
Integrated Customer Support / Help Desk	Regular	Full, 12 by 5, 6 AM to 6 PM, Monday through Friday, except Holidays.
ODIN Technician Access	Normal	Any Contractor Technician is permitted access to the equipment without an escort.
	Basic (optional)	The Contractor Technician must be escorted by a customer / Code representative at all times. The Contractor technician may not be exposed to any classified computers or data.
	Top Secret (optional)	Any Contractor Technician must be a US citizen and escorted by a customer / Code representative at all times. The Contractor technician may be exposed to classified computers or data.

- f. PRN C3 Seat Description. The printer provides a network high-level color printer at a customer-designated location for use by customer-designated desktops.

Service Type	Standard Service Level	Service Level Description
Print Speed	High Capacity	> 20 pages per minute.
Month Duty Cycle	High Capacity	> 150,000 pages per month
Real Memory	High Capacity	48MB Minimum
Disk Storage	High Capacity	Option Available
Hardware Maintenance	Premium	Restore to service in eight prime time hours.

Service Type	Standard Service Level	Service Level Description
Maintenance		
Hardware Technology Refresh	Premium	Hardware replacement every 3 years.
Moves / Adds / Changes	Regular	Per ODIN Agency Master Contract.
Integrated Customer Support / Help Desk	Regular	Full, 12 by 5, 6 AM to 6 PM, Monday through Friday, except Holidays.
ODIN Technician Access	Normal	Any Contractor Technician is permitted access to the equipment without an escort.
	Basic (optional)	The Contractor Technician must be escorted by a customer / Code representative at all times. The Contractor technician may not be exposed to any classified computers or data.
	Top Secret (optional)	Any Contractor Technician must be a US citizen and escorted by a customer / Code representative at all times. The Contractor technician may be exposed to classified computers or data.

16. Hardware and Software Delivery Requirements for Newly Established Seats

Prior to submitting new machines for quarterly performance certification the Contractor shall consult with the DOCOTR or assignee on possible alternate configurations.

17. Integrated Customer Support/Help Desk Clarifications

For all seats with the 'premium' Service Level for 'Hardware Maintenance', 'System Software Maintenance', and 'ODIN Application Software Maintenance', 'regular' is the standard service level for Integrated Customer Support / Help Desk.

For all seats with the 'critical' Service Level for 'Hardware Maintenance', 'System Software Maintenance', and 'ODIN Application Software Maintenance', 'enhanced' is the standard service level for Integrated Customer Support / Help Desk.

The enhanced service level under Master Contract Paragraph E.3.1.11, Integrated Customer Support/Help Desk, is clarified as follows: The Contractor shall provide integrated customer support/ services 24 hours per day, seven days per week. During non-prime time hours, a pager and a returned phone call shall at a minimum, provide this availability within 30 minutes. If the problem cannot be resolved over the phone, the Contractor shall contact the designated Government point of contact to obtain permission for a Non-Prime Time Service Call.

18. ODIN Application Software License Seats

The ODIN Application Software License Seat is added as a desktop seat type. For this seat type, the Contractor shall provide application software licenses for PC and Mac computer system hardware. For the Application Software Licenses Seat the Standard Services are as follows:

Service Type	Standard Service Level	Service Level Description
Platform	None	The Contractor does not provide hardware.
ODIN Application Software	Standard Application Software Suite	Provides appropriate application software suite services to the specified Seat Type, as defined in Master Contract Paragraph E.3.1.2
Hardware Maintenance	None	The Contractor does not provide Hardware Maintenance.
System Software Maintenance	None	The Contractor does not provide Software Maintenance.
ODIN Application Software Maintenance	None	The Contractor does not provide ODIN Application Software Maintenance.
Hardware Technology Refresh	None	The Contractor does not provide Hardware Technology Refresh.
Software Technology Refresh	Regular	The Contractor does provide Software Technology Refresh.
Moves / Adds / Changes	None	The Contractor does not provide Moves / Adds / Changes.
LAN Services	None	The Contractor does not provide an ODIN supplied network connection.
Integrated Customer Support / Help Desk	Regular	Full, 12 by 5, 6 AM to 6 PM, Monday through Friday, except Holidays.
Training	None	The Contractor does not provide training.
System Administration	Basic	The customer performs all system administration.
Shared Peripheral Services	None	The Contractor does not provide Shared Peripheral Services.
File Services	None	The Contractor does not provide File Services.
Local Data Backup / Restore	None	The Contractor does not provide Local Data Backup / Restore.

Service Type	Standard Service Level	Service Level Description
Desktop Conferencing	None	The Contractor does not provide Desktop Conferencing.
Laptop Loaner Pool Management	None	The Contractor does not provide Laptop Loaner Pool Management.
Docking Station / Port Replicator	None	The Contractor does not provide a Docking Station / Port Replicator.
ODIN Technician Access	Normal	Any Contractor Technician is permitted access to the equipment without an escort.
	Basic (optional)	The Contractor Technician must be escorted by a customer / Code representative at all times. The Contractor technician may not be exposed to any classified computers or data.
	Top Secret (optional)	Any Contractor Technician must be a US citizen and escorted by a customer / Code representative at all times. The Contractor technician may be exposed to classified computers or data.
ODIN Computer Isolation	None	There is no requirement to isolate the computer from the networked Contractor support tools, such as Asset Insight, SMS, etc.
	Restricted (optional)	The computer seat must have SMS (or functionally equivalent software) and Asset Insight (or functionally equivalent software) disabled and removed.

19. Escort Requirements for Contractors

When the Contractor performs work in a classified or sensitive area, Civil Servant escort is required. In these instances, the Contractor shall notify the designated Civil Servant to arrange an escort. The time of delay for Contractor services due to Civil Servant escort unavailability shall be excluded from the Contractor metrics. The three Service Levels are:

- a. None – There is no Contractor Escort requirement.
- b. Basic – The Contractor must be escorted by a designated Civil Servant.
- c. Top Secret – The Contractor must be a United States citizen, have a Top Secret clearance, and be escorted by a Civil Servant.

20. Computer Isolation Requirements

In order to protect sensitive information, certain computers are exempt from surveillance and audit tools, including SMS, Asset Insight, Net Octopus, or any functionally equivalent software. The Contractor shall develop core load configurations for these exempt

computers accordingly. All exempt computers are isolated from the HQ institutional networks. The two Service Levels are:

- a. None – There is no computer Isolation requirement.
- b. Restricted – All software updates, virus signatures, and asset inventories must be performed manually.

21. Priority Service

The Contractor shall provide Priority Service support during prime time hours (from 6 am to 6 pm Monday through Friday, excluding Federal holidays).

Priority Service initial response time shall be no greater than 30 minutes. The Priority Service return to service or a workaround shall be completed within 2 hours. There are two types of Priority Service. They are:

a. Priority Seat

Priority Seats are defined in the Master Contract Paragraph C.5.9.4.1, Priority Service. The Contractor shall provide 3.5% of the total monthly HQ desktop-billed seats as priority seats. These shall be included in the base seat price. A Priority Seat Service shall not be counted as a Critical Uplift ticket. The DOCOTR or his designee will identify priority seats.

b. Critical Uplift Ticket

Critical Uplift tickets are defined in the Master Contract Paragraph C.5.9.4.2, Priority Service. The Contractor shall provide 6% of all monthly Help Desk tickets (ODIN, non-ODIN, IFM, etc.) as critical uplifts. These shall be included in the base seat price. A Critical Uplift ticket shall not be counted as a Priority Seat.

The need for Critical Uplift Service will be based on customer urgency. Customers must express the need for Critical Uplift Service. The DOCOTR or his representative will pre-approve all Critical Uplifts. Once approved, the Contractor shall respond to the Critical Uplift ticket.

The Contractor shall not count a ticket as Critical Uplift if one of the following conditions exists. However, even though the ticket shall not be counted as a critical uplift, the Contractor shall meet Priority Service response times for these work stoppages. DOCOTR approval is not required in these cases.

- Required customer call back (8 hr metric missed)
- Lack of sufficient detail/inadequate status in ticket
- Technology Refresh caused residual problem in which a HW/SW item was unable to meet product functionality
- Recurring problem never corrected
- Ticket already opened on same problem
- Ticket prematurely closed and had to be re-opened
- Bad or failed automated software push
- Contractor created problem within the past 2 months
- Ticket cancelled before technician responded

- All password resets, provided a NHQ Form 252 is available
- All problems serviced by a non-ODIN Contractor
- When a call is resolved over the phone on the first call. If the customer declares a "Work Stoppage" for such calls, this will be noted in the ticket and reported monthly as mutually agreed.

22. Super Priority Service

The Contractor shall provide for Super Priority Service as requested by designated NASA personnel during prime time hours. The DOCOTR will provide and maintain a list of authorized personnel that are allowed to request Super Priority Service. A request from an authorized person shall not be treated as a Super Priority Service unless explicitly requested.

When Super Priority Service is requested, the Contractor shall immediately dispatch a technician to arrive at the problem location within 5 minutes. The Contractor shall apply a continuous effort until a return to service or a workaround is achieved. The DOCOTR shall be notified upon problem resolution.

23. Non-Prime Time Service

The Contractor shall provide Non-Prime Time Service during non-prime time hours (any time that is not prime time, as defined in this DO.) When a HQ customer requests Non-Prime Time Service, the Contractor shall obtain approval from the DOCOTR or his designee within 30 minutes of the service request. After approval, the Contractor shall respond within 4 hours. The Contractor shall apply a continuous effort until a return to service or a workaround is achieved. The DOCOTR shall be notified upon problem resolution. The DOCOTR will provide a list of authorized personnel that are allowed to approve Non-Prime Time Service.

24. Multiple Customers using the Same Computer

The Contractor shall provide service for the following cases where multiple customers may wish to share the use of a computer or computers.

- Go-To Computer – A single computer used by anyone but without a full-time customer. Examples are: a conference room or a training room computer. Such a computer seat has a specific owner accountable for the computer and is billed as a single computer seat.
- Multiple Customer Computer Seat – A single computer used by specified multiple customers, where each of those customers utilizes and stores email, electronic calendaring, and data files on the same computer and does not have another computer assigned at NASA HQ. Such a computer seat has a specifically assigned owner accountable for the computer, who is billed as a single computer seat.

25. Moves, Adds, Changes Clarification

In addition to the requirements in Master Contract Paragraph E.3.1.8, Moves, Adds, Changes, the following activities are recognized as Moves, Adds, Changes (M/A/C):

- Move of a computer seat (including attached peripherals) to a new location within the building.
- Move of a software package from one computer seat to another computer seat (non-automated).

- c. Move of a peripheral item from one computer seat to another computer seat.
- d. Deinstallation of an existing computer seat for a customer.
- e. Deinstallation of a software package from a computer seat (non-automated).
- f. Deinstallation of a peripheral item from a computer seat.
- g. Move of a printer seat to a new location within the building.
- h. Deinstallation of a printer seat.
- i. Move of a fax seat to a new location within the building.
- j. Deinstallation of a fax seat.
- k. Installation of Triage 2 applications (non-automated)

An automated installation (an installation that does not require a physical dispatch of a technician) of a software package or a Triage 2 application does not count as a move / add / change.

The installation of up to three hardware/software individual items shall be considered one M/A/C. For installations above three, the Government may ask the Contractor for a proposal with a reduced price.

Moves are aggregated by seat type. The Contractor shall include one M/A/C per year for fax and printer seats and two point two-five (2.25) M/A/Cs per computer seat in the bundled seat price.

The Contractor shall provide the wiring needed to provide connectivity from the computer interface outlet (WIO) to a seat. This requirement shall be included in the seat price and assumes the basic infrastructure is in place to support it. If the basic infrastructure is not in place, then the service level goes down to the level the infrastructure can support. The availability of a live WIO network connection is not a Contractor responsibility. If a network connection is required and the supporting infrastructure is not available, the Contractor shall open a help desk ticket with the non-ODIN Contractor and immediately notify the DOCOTR.

When a seat move is requested, the Contractor shall move all of the hardware and software associated with the seat (e.g., desktop + attached printer + scanner + mouse + keyboard + external CD-RW drive + and any other peripherals attached to the seat) and utilize one M/A/C for the seat move.

The Contractor shall provide analysis to assist customers in determining if Triage 3 hardware and software is compatible with the customer's existing system. This shall be done at no additional cost to the Government. The Contractor shall install such items if the installation of the item does not make the machine unstable or destroy existing functionality. If after installing such items the customer's computer is unstable or if the customer directs, the Contractor shall uninstall the item. The installation/ de installation visit will count as a M/A/C. If the Contractor is unable to uninstall the item and a "Return to Service" is required, the Contractor may charge a single "Return to Service."

Periodically NASA HQ moves entire staff sections in order to better use available space. This is called restacking. Each month NASA will provide the Contractor with a list of the planned restacking activities. Each restacking move will be considered a M/A/C. For larger moves, the Government may ask the Contractor to propose a per seat move price.

26. Technology Refreshment

a. Hardware Technology Baseline

The Contractor shall provide computers in accordance with Master Contract Part III, Section B, 4. Minimum Performance Levels. For all refreshes, the Contractor shall comply with NASA STD 2805G as well as the NASA Headquarters Desktop Hardware / Software Baseline Product Suite (Attachment G). Additionally, prior to acquiring the machines for a refresh, the Contractor shall provide the DOCOTR with the opportunity to increase, lower, or change the equipment specifications. When the Contractor and the Government agree to specifications changes, appropriate consideration will be negotiated.

b. Software Technology Baseline

In accordance with Master Contract E.3.1.7, Software Technology Refreshment, the Contractor shall refresh operating systems and core load applications software with major releases, minor releases, service packs, and patches within 1 year after commercial release unless waived in advance in writing by the DOCOTR. The Contractor shall provide and support, as part of the HQ core load, all software listed in current and future versions of NASA-STD-2804, Minimum Office Automation Software Suite Interface Standards and Product Standards. Additionally, the Government has defined a Headquarters core load software suite in the NASA Headquarters Desktop Hardware / Software Baseline Product Suite (Attachment G). This may contain additional software beyond the Agency standards. The HQ core load software suite is also required on all Contractor supported desktops / notebook seats.

The Contractor shall acquire and maintain the licenses for all software provided as part of the core load and the Catalog. However, the Government will provide the client licenses for Meeting Maker. A list of Government owned licenses that may be used by the Contractor and their expiration dates is provided in Attachment H, Triage 1, 2, 3, and Call List Hardware and Software.

The Contractor shall provide, at no additional cost to the Government, all hardware refreshes and/or memory upgrades necessary to meet new software requirements established in NASA-STD-2804 and NASA Headquarters Desktop Hardware / Software Baseline Product Suite (Attachment G).

c. Software Documentation

One-month prior to the start of each calendar quarter, the Contractor shall provide a software release plan for the remainder of the contract. DRD ODIN-HQ-16 provides the specific requirements for the plan. The Contractor shall implement the plan's schedule, unless waived in advance in writing by the DOCOTR.

In accordance with Master Contract Paragraph C.5.2, End User Documentation, the Contractor shall provide Headquarters customers with access to on-line, vendor product documentation for users. This requirement applies to installed operating systems, core load software, Triage 1 software, and Category 1 software. This shall include specification sheets, user manuals, Frequently Asked Questions (FAQs), and other similar items. Documentation shall be made available to Headquarters customers within 30 days of a vendor's release/revision of the documentation.

d. Hardware Refresh Schedule:

- The Contractor shall refresh all seat types in accordance with the selected hardware technology refresh level for the applicable seat. Refresh shall take place within one month (plus or minus) of the initial deployment plus the selected hardware technology refresh level for that seat unless waived in advance in writing by the DOCOTR.
 - Within two months of Delivery Order start, the Contractor shall complete refresh of all HQ Macintosh computer seats that are over three years old at the start of the contract. MAC OS 10.3 or newer, with all current service packs and patches, shall be used. MS Office 2003 Professional shall be deployed.
 - Within three months of Delivery Order start, the Contractor shall complete refresh of all HQ laptop PC computers that are over three years old at the start of the contract. PC OS XP Professional, with all current service packs and patches, shall be used. MS Office 2003 Professional shall be deployed. The Contractor shall update the operating system of all non-refreshed PC laptops to OS XP Pro and Office 2003 within this same time period.
 - Within four months of Delivery Order start, the Contractor shall complete refresh of all HQ desktop PC computers that are over three years old at the start of the contract. PC OS XP Professional with all current service packs and patches shall be used. MS Office 2003 Professional shall be deployed. The Contractor shall update the operating system of all non-refreshed PC desktops to OS XP Pro and Office 2003 within this same time period.
- e. Prior to Refreshment: Unless waived by the DOCOTR in advance, and in writing, when technology refreshment is conducted, the Contractor shall:
- Develop a project plan and obtain approval in accordance with Headquarters Configuration Control Board processes and procedures.
 - Recommend appropriate training as part of the plan.
 - Survey/analyze/test, in advance, all refreshed items to ensure:
 - All customer data is correctly and completely replicated on the new system (i.e., the refreshed machine).
 - All customer settings, shortcuts, desktop, icons, favorites, and other customer specific traits are duplicated on the new system to the maximum extent possible with available commercial off-the-shelf software.
 - All Triage 1, 2, and 3 and call list items present on, or accessed by, the old system are completely functional on the new system. If this is not possible, the Contractor shall recommend an alternative, in advance of the refresh and with sufficient time to implement an alternative.
 - That legal software licenses exist for all required software.
 - No disruption or adverse impact to the Headquarters networks or service delivery infrastructure,
 - Ensure that Core and Triage 1 items that are not refreshed are completely functional with refreshed items. If this is not possible, the Contractor shall recommend an acceptable alternative in advance of the refresh with sufficient time to implement the alternative.

- Coordinate and install Triage 2 items as provided by the non-ODIN contractor. The Contractor shall provide the test results to the DOCOTR.

f. During the Refresh Process:

- The Contractor shall verify the survey conducted prior to refresh to assure it is valid. Any changes discovered shall be incorporated into the refresh. If it is not possible to make the customer's hardware peripherals and software work with the new system, the Contractor shall assist the customer to determine how to best provide equivalent functionality.
- The Contractor shall ensure complete functionality of the required configuration.
- Customer data shall be accurately and completely replicated from the old system to the new system.
- Customer settings, shortcuts, desktop, icons, favorites, and other customer specific traits shall be duplicated from the old system to the new system.
- All required Triage 1, 2, and 3 hardware/software shall be installed.
- If the customer is present at the conclusion of the refresh, the technician shall offer the opportunity for the customer to test the new system while the technician is present. If problems are discovered, the technician shall work to immediately resolve them. If the problems cannot be resolved, the technician shall open a ticket. The Contractor shall conduct at least one follow-up visit with all refreshed customers to assure customer satisfaction.
- Technicians shall ensure that the customer understands any changes made to their desktops and is made aware of any resulting potential impacts to the operation of their system.
- Customers shall be returned to full service as quickly as possible. The return to service shall not exceed 4 business hours after the start of the customer's refresh.

g. After the Refresh Process.

- The Contractor shall dispose of equipment that was replaced in accordance with approved Government processes and procedures.

27. Software Support Requirements

The Contractor, as approved by the CCB, shall:

- Within 1 year of commercial release, install major releases (e.g., Win 2000 to Win XP, MS Office 2000 Professional to MS Office 2003 Professional, etc.) for all operating system and Core Load software as defined in Attachment G.
- Within 1 year of commercial release, install major releases for Category 1 with refresh and Triage 1 with refresh.
- Within 1 year of commercial release, install minor releases, service packs, and patches for all core load software as defined in Attachment G.
- Within 1 year of commercial release, install minor releases, service packs and patches for all Triage 1 without refresh and Category 1 without refresh.

- e. Install new (added) Triage 2 software releases based on approved Catalog orders.
- f. Install Triage 2 software listed in Attachment H, Triage 1. 2. 3, and Call List hardware and Software, based on CCB direction. This shall be done at no additional cost to the Government.
- g. Provide, within 45 days after the start of the DO, a list of current major releases, minor releases, service packs, patches and hardware drivers for all Category 3 and Triage 3 software to the DOCOTR. The Contractor shall update the list each calendar quarter on the first day of the quarter. The list shall contain URLs where application users can obtain software on the list. The URLs shall point to Contractor created web site on the NASA HQ private domain from which the software can be downloaded. The list shall be in a mutually agreed to format to be provided within 45 days after DO start. This shall be done at no additional cost to the Government.
- h. Regardless of the method (automated or manual) of installing software releases covered by this section the Contractor is responsible for ensuring the successful and complete installation of all software deployments. This shall be included in the seat price or catalog order price. The Contractor shall not charge for manual installations necessary to complete an automated push unless approved in advance, and in writing, by the DOCOTR.
- i. All deployments covered by this section shall be completed within two weeks of initiation unless waived in advance, and in writing, by the DOCOTR.
- j. The Contractor shall report the progress of all deployments at the daily tag-up meeting, unless waived by the DOCOTR.

28. Baseline Product Suite

a. Update

The baseline Product Suite provides minimum HW/SW standard products for NASA Headquarters' customers. The Contractor shall provide and update the NASA Headquarters Desktop Hardware / Software Baseline Product Suite (Attachment G) in accordance with DRD ODIN-HQ-12. The DOCOTR shall approve the document before it is published, i.e., posted to the web. The Contractor shall post it to the web each month within one day of approval by the DOCTOR and at that time make it available for download in MS Word format at: <http://www.hq.nasa.gov/odin2/>

Standards Compliance

For new computers, the Contractor shall comply with the existing NASA Headquarters Desktop Hardware / Software Baseline Product Suite (Attachment G). All new computer seats shall have the capability of being upgraded to 1 GB of main memory.

The Contractor shall provide all computers with a minimum of 512MB of installed main memory. The requirement applies to existing seats that are reissued. The DOCOTR may waive this requirement.

29. Software for Non-ODIN Seats

The Contractor shall provide the CCB-approved version of all core load software as identified in NASA Headquarters Desktop Hardware / Software Baseline Product Suite (Attachment G) on a web page on the HQ' private network for download to all non-ODIN seats with access to the website. The Contractor shall provide this software to Headquarters non-ODIN seats in accordance with the purchased seat service level

(ODIN Applications Software License Seat). Within 2 hours of software release by the vendor, the Contractor shall make available for download all anti-virus signatures. The Contractor shall provide all written licensing restrictions that pertain to each software package made available on this web page such that a user must acknowledge the license before download.

30. Software for Home Use

The Contractor shall provide, upon request by any customer with an ODIN seat, software that is designated as "available for home use." The NASA Headquarters Desktop Hardware / Software Baseline Product Suite (Attachment G) has a list of current software "available for home use." The Contractor shall provide evolutionary products (e.g. follow-on SW for Microsoft Office 2003) without additional cost to the Government. The Government may add new products via the CCB process with appropriate consideration for the Contractor.

The Contractor shall provide software updates, patches and service releases for identified software for home use when approved by the CCB. It is the responsibility of the customer to request, pickup, and install such updates.

A customer may contact ODIN when software is needed for home use. Software available for home use shall be available for pickup by the customer within 4 business hours of the request. Emergency pickups, with less than 4 business hours advance notice to the Help Desk, may be charged as a critical uplift. The Contractor shall support customer pickup of software from the software library during prime-time hours.

The Contractor shall provide to customers written detailed instructions for home installation. This documentation shall be in the form of written instructions, FAQs, and web pages. The Contractor shall keep this documentation current and available on demand. The Contractor shall manage and maintain a web page that provides access to documentation and software that has been approved by the CCB as "available for home use." Headquarters' customers shall be allowed to download software and documentation from this website. The Contractor shall provide all written licensing restrictions that pertain to each software package made available on this web page such that a user must acknowledge the license before download.

The cost for meeting the requirements in this sub-section shall be included in the computer seat cost.

Attachment H, Triage 1, 2, 3, and Call List, provides a list of current software licenses available for the Contractor. Currently these licenses include support for the Core Load and "Home Use."

31. Triage 3 DOCAT and Category 3 Catalog Support

The Contractor shall provide support for Triage 3 DOCAT or Category 3 Catalog items as follows:

- a. If needed for operation, establish a local peripheral connection, including the loading of drivers
- b. If a ticket is opened for Triage 3 DOCAT or Category 3 Catalog items, determine the fault (e.g. clearing jams, replacing toner cartridges, connecting cables, perform head cleaning and calibration).

- If the failure requires operator intervention, assist the customer in completing the necessary work.
- If the failure requires maintenance in addition to operator intervention, then report the fault to the DOCOTR or his designee. The DOCOTR will determine if the item is to be replaced or repaired. Replaced items will be provided from the reuse pool or from a Catalog order, as directed in writing by the DOCOTR. When repairs are directed, the Contractor will be entitled to an equitable adjustment.

32. Support for Visitors

The Contractor shall support all visitors to NASA Headquarters with Level 1 help desk support as follows:

- a. Level 1 help desk diagnostic support to determine the problem.
- b. Assistance in connecting to network printers, the Internet, local applications, and other shared resources.

Visitors shall be supported with computer seats as follows:

- a. For a short-term visitor (generally less than 2 week visit) a loaner laptop computer will be provided.
- b. For a long-term visitor (generally greater than a 2 week visit), a computer seat will be ordered.

When a NASA HQ visitor brings a non-ODIN computing platform into the NASA HQ environment, the visitor is registered as a guest to the HQ Domain and provided access to the "Guest" network and the direct print sub-network.

As part of the Contractor proposal the Contractor shall submit a diagnostic procedure and appropriate limitations for visitors who have a non-ODIN computing platform.

33. Support for Headquarters Customers in the DC Metropolitan Area

The Contractor shall provide all ODIN services to HQ customers located in the Washington DC metropolitan area (within 10 miles of the main HQ building (300 E St SW). Services delivered for customers located beyond the main HQ building shall be identical to services provided to customers located at the main HQ building unless specified otherwise.

34. Support for Headquarters Customers Outside the DC Metropolitan Area

NASA Headquarters has permanent staff located at several NASA centers, several other US locations, France, Japan, and other foreign locations. The Contractor shall provide help desk phone support for these customers. When a remote customer needs software or hardware support that cannot be provided over the phone, the Contractor shall provide these services by shipping the properly configured HW/SW from NASA HQ to the remote customer. The Contractor shall provide the shipping to include packing. The Government will be responsible for the shipping cost.

HELP DESK SUPPORT REQUIREMENTS

1. General

In accordance with Master Contract Sections C.5.3, Integrated Customer Support/Help and E.3.1.11 Integrated Customer Support/Help Desk, the Contractor Help Desk shall provide an integrated Help Desk and Level 1 support for all NASA HQ IT hardware, software, and services. The Contractor Help Desk is the initial single point of contact for all NASA HQ customers for both ODIN and Non-ODIN IT services. The Contractor shall locate the HQ Help Desk within the HQ building in space provided by the Government. The Help Desk shall support the following:

- All desktop and laptop hardware and associated core software per the ordered seats, and other supported seats, such as printers, etc.
- All Triage 1, 2, and 3 items, and Call List HW/SW listed in Attachment H
- All phones
- All fax machines
- All network attached printers
- All servers
- All telecommunications devices such as switches, hubs, routers, and firewalls
- All remote, secure access (SecurID) tokens. Note: The issuance, maintenance, and tracking of SecurID tokens is the responsibility of the non-ODIN contractor
- Any other non-ODIN IT equipment managed by a non-ODIN contractor
- All catalog items
- Answering how-to IT questions about:
 - The Core Load operating system
 - Core Load applications
 - Triage 1 applications
 - Shared resources such as printers and data storage
- Answering remote connectivity questions
- Answering software for home use questions such as software firewall configuration issues

The above list is not all-inclusive and is provided as representative of the requirement to provide Level 1 support for all NASA HQ IT hardware, software, and services.

The Contractor Help Desk shall provide level 1 support for the following:

- NASA Headquarters staff located in the main HQ building located at 300 E. Street, SW
- NASA Headquarters staff located the DC metropolitan area per paragraph III.B.32
- NASA Headquarters staff located remotely at other centers / sites / countries. per paragraph III.B.33

- Visiting NASA/Government staff and Contractors with their own computers per paragraph III.B.31
- Remote, non-seat customers that use NASA HQ systems (e.g., includes non-ODIN contractor staff and other Headquarters off-site contracts)

2. Help Desk Service

As the first point-of-contact for HQ customers, it is essential that the Help Desk be “user friendly.” To promote this, the Contractor shall provide “One call does it all” type support. Once the customer makes an initial request to the Help Desk, the Contractor shall initiate all further contact. Examples are:

- If a ticket is put on hold, the Contractor shall perform daily status checks to determine if the ticket will remain on hold.
- If a customer calls for support that must be provided by the Government IT POC, the Contractor shall route the ticket to the IT POC, confirm receipt, and so notify the customer.
- If a customer needs support by NASA staff, the Contractor shall route the ticket to the NASA staff, confirm receipt, and so notify the customer.
- If a customer needs support from a non-ODIN Contractor, the Contractor shall route the ticket to the non-ODIN Contractor, confirm receipt, and so notify the customer.

3. Help Desk Ticket Management and Tracking

The Contractor shall create a help desk ticket for all customer requests. All tickets, both ODIN and non-ODIN, shall be tracked from inception to resolution and closure. Tickets may be generated in person, by telephone conversation, voice mail, web, or email.

- a. The Contractor shall manage all tickets including those assigned to the non-ODIN Contractor or third parties. Tickets assigned to the non-ODIN Contractor or to third parties shall be reported by the Contractor in help desk ticket reports but will not count toward ODIN metrics. Customer satisfaction for tickets assigned to non-ODIN Contractor or third parties shall be collected and reported but will not be included in the ODIN customer satisfaction metric.
- b. All help desk requests shall result in a properly completed ticket in accordance with Contractor created and DOCOTR approved processes. Help desk ticket management and tracking shall include all tickets that are assigned to a non-ODIN Contractor, the Government, or a third party such as a level 3 COTS vendor.
- c. In accordance with DRD ODIN-HQ-17, Help Desk Ticket Summary, the Contractor shall provide a ticket summary to the Government. The Contractor shall provide the DOCOTR with real-time, on-line access to all help desk data contained in the Contractor’s help desk tracking system. This access shall provide the ability for the DOCOTR or designee to query and sort by customer name, date, ticket type, and ticket number as well as perform a record-by-record review of the database.
- d. The Contractor shall log in the help desk system all conversations with the customer as well as all work performed. Such log entries shall contain sufficient information for the Government to determine the purpose of the entry and actions accomplished.
- e. The customer who submitted the help desk ticket shall be notified by email when:

- Their ticket is opened, put on hold, or taken off hold,
- Work is completed,
- A quality survey is requested,
- The customer is requested to close a ticket, or
- Automated closure of ticket is enacted because the customer did not close the ticket within a specified time period.

At any time, the customer may choose to 'opt out' of receiving any email messages related to any tickets. When this option is chosen, no email notification will be provided to the customer for any of the above ticket actions.

- f. The help desk ticket notification email shall contain the ticket number, ticket title, ticket status, and the date / time when the ticket status occurred. In addition, the notification shall either contain all descriptive text from the ticket or a URL that routes the customer to the help desk ticket.
- g. When the Contractor completes the work, the customer shall be notified and asked to close the ticket. Following closure the Contractor shall request that the customer complete a survey. The request and the survey shall be tracked and managed by the Help Desk. After 6 days, tickets that are not closed by the customer shall be closed by the Contractor and so marked.
- h. If a problem recurs within 6 business days from the date that the original ticket was closed, the Contractor shall re-open the original trouble ticket, i.e. a new ticket shall not be opened. The original closed date shall be deleted and a new closed date shall be applicable to the ticket. The original scheduled completion date remains unchanged.
- i. If a call to the Help Desk cannot be resolved within the contractually obligated return to service time period, the Contractor shall call the customer each day to provide the problem resolution status until the ticket is resolved. If the customer is not available at the time of the call, a voicemail or email message shall be left at that time informing the customer of the status. The Contractor shall log all follow-up communications with the customer.

4. Non-ODIN Contractor Help Desk Support

The Contractor shall provide Level 1 diagnosis of problems and routing of Non-ODIN contractor tickets in accordance with current Triage 2, Triage 3, and Call Lists. The non-ODIN Contractor will provide these lists and will update them when changes occur. Once diagnosis is complete, the Help Desk shall route the ticket to the appropriate non-ODIN support service within 30 minutes of initial receipt of the ticket.

5. Help Desk Documentation

The Contractor shall provide all Contractor Help Desk process descriptions and documentation to the DOCOTR at the start of Delivery Order Two. This shall include appropriate documentation for the diagnosis and routing of non-ODIN Contractor calls. This documentation shall be approved by the DOCOTR.

Triage 2 and Call List Process Documentation

A process for providing Triage 2 and Call List support shall be documented by the Contractor by the start of Delivery Order Two. The DOCOTR will approve this process.

Problems associated with Triage 2 or Call List software are not counted in ODIN metrics unless the issue is related to a Contractor caused problem. For example, if a deployment script for a Triage 2 item developed by the Contractor causes a problem, , this problem counts against the Contractor. However, if during the same installation a customer complained about the functioning of the Triage 2 software, this specific complaint regarding the functioning would not count against the Contractor.

Triage 3 Process Documentation

A process for handling Triage 3 support shall be documented by the Contractor by the start of Delivery Order Two. The DOCOTR will approve this process.

CATALOG SERVICES REQUIREMENTS

1. General

In accordance with Master Contract Section C.5.7, Catalog Services, the Contractor shall provide the full Catalog of Services and Commercial Components (CSCC) for ordering on the first business day of the delivery order. Services purchased from the catalog shall be effective for the remainder of the Delivery Order, unless other terms are specifically stated in the catalog. Each catalog entry shall clearly define, in precise and understandable terms, what coverage, support, etc., is included in the catalog price. The Contractor shall update their catalog prices at least quarterly. The Government shall be notified when the update is completed.

The Contractor shall offer only current versions of all catalog items unless the DOCOTR or designee approves older versions.

The Contractor shall provide pricing for upgrading existing licenses as well as for new licenses.

The Contractor cannot delete any item or category of items (printers, scanners, PDAs, etc.) from the catalog without DOCOTR concurrence. Individual catalog items shall have the date of last update. Upon direction from the DOCOTR, the Contractor shall remove specified items from the Catalog.

The Catalog contains four categories of items, as defined in the ODIN Master Contract. The following additional information is provided with regard to each of the Categories:

- a. Category 1 without refresh. All 'Category 1 without refresh' items must be engineered, integrated, reviewed by HQ IT Security, and documented to ensure compatibility with the HQ IT environment. The DOCOTR may provide engineering and documentation to the Contractor for a new catalog item or may request that the Contractor propose this work as part of the catalog order. Documentation examples include, but are not limited to: user reference documents, testing results, deployment procedures, etc. 'Category 1 without refresh' items are not refreshed.
- b. Category 1 with Refresh. All Catalog activities associated with a 'Category 1 without refresh' item also apply to a 'Category 1 with Refresh' item. In addition, if there is a major release for the item, then the item must be refreshed within 1 year of the commercially available release date. Items shall include full Contractor support, including acquisition, installation / integration, maintenance, and consultation / support.
- c. Category 2. Category 2 items reflects the price for acquisition, maintenance, installation for non-ODIN supported components as described in Triage Level 2 (see Master Contract Paragraph C.5.5.2, Non-Supported Hardware and Software (Triage Level 2)).
- d. Category 3. Category 3 items shall include acquisition, a review by HQ IT Security, and original equipment manufacturer's (OEM) standard maintenance facilitated by ODIN. In such instances the Government will perform the security vulnerability testing and provide the results to the Contractor.

A Category 3 item is not entitled to integration, a guarantee that the product will operate in the customer's environment, or data transfer. If normal installation fails or at any time support is needed above OEM warrantee hardware support, the Contractor shall provide support based on a DOCOTR approved Service Request

(SR), which shall be charged as a catalog item. A customer with a Category 3 item (hardware or software) that was installed by the Contractor shall receive the same level of restore to service as ordered for the seat/services.

2. Additions to the Catalog

The process for adding items to the catalog is as follows:

- a. The customer Identifies need and notifies the Contractor, using direct contact or email, of the need for a new Catalog item. Time limit: none.
- b. The Contractor completes refinement of the requirement, determines the catalog category (Category 1 without refresh, Category 1 with refresh, or Category 3) and notifies the DOCOTR for Category 1 items. Time limit: one day after direct contact or receipt of email.
- c. The DOCOTR determines the provider (ODIN Contractor or the non-ODIN contractor) who will perform the Category 1 engineering. Time limit: two days after the Category 1 determination notification.
- d. The Category 1 engineering provider develops an engineering analysis and provides the results to the DOCOTR. Time limit: As required.
- e. The DOCOTR reviews / accepts the engineering analysis result and provides the analysis to the Contractor. Time limit: one day after receipt of analysis.
- f. The Contractor develops a Catalog item price proposal for the item and submits the price proposal to the DOCOTR. Time limit: three days after receipt of approved engineering analysis from the DOCOTR.
- g. The DOCOTR reviews and approves the Catalog item price proposal and notifies the Contractor to add the Catalog item to the Catalog. Time limit: two days after receipt of the Catalog item price proposal from the Contractor.
- h. The Contractor adds the Catalog item to the Addition catalog and notifies the customer who identified the need for the Catalog item. Time limit: one day after DOCOTR notification to add the Catalog item to the Catalog.

3. Delivery Time for Catalog Purchases

Once the DOCOTR approves a Catalog order, the Contractor shall deliver catalog items within 10 business days. Within two business days of order approval, the Contractor shall inform the customer of the expected delivery date. If the expected delivery date does not meet the contractually required 10 business days, the customer can accept the Contractor's revised delivery date, order an alternate item, or cancel the order without penalty.

4. Period of Performance for Catalog Items

The Contractor shall provide these services from the date the service is satisfactorily delivered to the customer through the remainder of the Delivery Order period of performance, unless the period of performance for the catalog item is defined otherwise. Catalog items no longer required by the customer shall be added to the Reuse Pool at no charge to the Government.

5. Category 3 Disclaimer

For Category 3 catalog orders the Contractor shall be responsible only for delivery and installation of the product. The Contractor has no responsibility for integration into the customer's environment, consultation services, training, data conversion, or maintenance. If the product cannot be installed without causing anomalies with the customer's system, then the product will be removed and the customer's system will be restored. If problems occur after the installation that can reasonably be traced to the product, then the product will be removed and the customer's system will be restored. The catalog shall contain a disclaimer for each Category 3 item that clearly limits the Contractor responsibility. The disclaimer shall be identical to the disclaimer in the pre-ODIN catalog maintained by the non-ODIN contractor.

6. Volume Discount for Catalog Items

The Contractor shall include volume discount information in the catalog, and at a minimum, provide the following information in the Catalog:

- a. Identify the catalog items / services that are eligible for volume discount price(s). Items not eligible for a volume discount shall be so noted in the catalog.
- b. For each identified item / service, identify a specific quantity / quantity band that may receive a discount. Multiple non-overlapping quantities / quantity bands may be identified.
- c. For each identified quantity / quantity band, identify:
 - o The quantity / quantity band price or discount percentage. If multiple quantities / quantity bands are identified, clearly identify the price or percentage discount that applies to each quantity / quantity band.
 - o The applicable time period for the quantity / quantity band discount.

The Contractor shall update volume discount catalog prices and availability at least quarterly.

The Contractor shall ensure that any single catalog order that includes multiple instances of items/services that are eligible for a volume-discounted price shall receive the appropriate volume-discounted price.

7. Customer Assistance for Catalog Services

The Contractor shall provide the consultation services, identified in the Master Contract Section C.5.3 (k), Other Hardware and Software (Triage level 3), for catalog services.

In addition to the requirements set forth in Master Contract Section C.5.7.1, Catalog Services, the Contractor shall provide all necessary software and hardware components required to make the ordered catalog products / services functional. This includes, but is not limited to, all cables, cards, software and add-ons. The Contractor shall identify as part of the catalog service description all components required to make the catalog products / services functional. The Contractor will not be required to provide additional components to accommodate changes in customer requirements after the catalog order is placed.

8. Restocking Fee

If a customer returns a catalog ordered item to the Contractor for a refund, the Contractor shall not apply more than a 10% total restocking fee unless a greater restocking fee is

approved by the DOCOTR in advance of the initial order placement. If the restocking fee is less than 10%, that fee shall apply.

METRICS REQUIREMENTS

1. Level 1 Metrics Table (Master Contract Table F.1.1)

Customer Satisfaction Metric – For each Contractor provided service, the Contractor shall conduct a customer survey to measure customer satisfaction. The surveys shall be conducted for help desk tickets, catalog orders, Contractor Headquarters Service Requests (SRs) and any other Contractor-provided service. The DOCOTR will approve the format and content of all customer surveys.

2. Service Delivery Metric for Catalog Services

In addition to the requirements set forth in Master Contract Paragraph F.1.1.1, Service Delivery Metric, the catalog service delivery metric shall be included as a functional area. It shall be calculated based upon the agreed to delivery date. The Catalog Service Delivery Metric percentage requirement is the same as the Desktop User Services requirement defined in Master Contract Table F.1.1, Level 1 Metrics Table. This table is revised to incorporate Customer Satisfaction percentage and Catalog Service as functional area.

Functional Area	Service Delivery (%)	Availability (%)	Customer Satisfaction (%)
Desktop Services	98	98	95
Catalog Services	98	N/A	95
Fax Service	98	99.5	95

Availability Metric – Master Contract Paragraph F.1.1.2, Availability Metric, provides for the measurement of availability. Lack of availability attributed to the non-ODIN contractor shall not count against the Contractor. A seat is considered fully functional if the following is true:

- The operating system, the core software, category 1 items, and triage 1 and 2 items are fully functional.
- All CCB and NASIRC approved security patches are installed per CCB direction.
- All CCB approved virus signatures are installed per CCB direction.

3. Metric Reporting Calculation

Within 15 calendar days of the start of this Delivery Order, the Contractor shall submit to the DOCOTR, for approval, a detailed specification and validation plan that defines how the service delivery, availability and customer satisfaction metrics will be calculated.

Specific metric reporting requirements are contained in DRD ODIN-HQ-2.

The Contractor shall report to the same degree of fidelity as denoted in Level 1 Metrics of the Master Contract and the Delivery Order. Rounding is allowed using “5 and above” rounded up to the next higher number and “below five” rounded down to the next lower number.

SERVER SERVICES REQUIREMENTS

Headquarters does not intend to acquire server seats through ODIN. However, any Contractor servers used to provide ODIN services to the Government shall be maintained and be kept secure by the Contractor in accordance with the requirements outlined in the ODIN Master Contract, NASA FAR Supplement 1852.204-76 and Section IV of this Delivery Order. Changes to ODIN Servers shall be approved through the NASA HQ CCB process. For all Contractor servers, security patches shall be completed in accordance to the Security Vulnerabilities and Mitigations section of this Delivery Order.

OTHER REQUIREMENTS

1. Contractor Compliance with NASA Headquarters Information Technology (IT) Policies, Processes and Procedures

All Contractor processes and procedures not otherwise specified in this DO shall be written and approved not later than 60 days of the DO start date, and shall conform to the following, unless waived in advance in writing by the DOCOTR. The currently applicable HQ policies, processes, and procedures are contained in the ODIN Bidder's Library. They are:

[See Attachment R – NASA Headquarters Processes and Procedures]

When HQ IT policies, processes and procedures are changed, deleted, or new ones are added the Contractor shall perform updates on their process and procedures within two calendar months.

While performing work under this Delivery Order, the Contractor may propose changes to its or to NASA Headquarters Information Technology Policies, Processes, and Procedures. The DOCOTR will consider Contractor recommended changes. The DOCOTR may or may not approve these recommended changes for implementation.

2. Principal Period of Maintenance

The principal period of maintenance is defined as the period of time set by the Help Desk hours of operation ordered in accordance with Master Contract E.3.1.11, Integrated Customer Service/Help Desk.

- a. For the Regular service level of Integrated Customer Support/Help Desk, the principal period of maintenance is 6:00 am to 6:00 pm local time on workdays.
- b. For the Enhanced service level of Integrated Customer Support/Help Desk, the principal period of maintenance is 24 hours a day, seven days a week.

2. Coordination with Non-ODIN Contractors

In accordance with Master Contract Section C.9.3, Center-Specific Interfaces, the Contractor shall coordinate with Headquarters non-ODIN Contractors. A current list of non-ODIN contractors is provided in Attachment P. The Contractor shall develop a Memorandum of Understanding (MOU) with each non-ODIN Contractor. NASA shall be provided a copy of the MOUs. MOUs are due in final form to NASA one month after Delivery Order award. MOUs shall be kept current. The respective COTR, the DOCOTR, and other NASA officials as necessary will approve each MOU.

3. Customer and Scheduled Outage Notification

The Contractor shall properly, accurately, and concisely communicate to all appropriate NASA HQ personnel all ODIN activities that impact IT services. The Contractor shall notify customers of scheduled activities in a timely manner, and unscheduled activities as soon as practicable. The Contractor shall discuss notification requirements with the DOCOTR. The DOCOTR will approve all notifications.

The Contractor shall not schedule any planned maintenance activities during the principle period of maintenance without prior approval by the DOCOTR or designee. Unless otherwise specified, the Contractor shall coordinate all scheduled outages with the designated point of contact for the affected customers, obtain approval from the

DOCOTR or designee, and notify all affected personnel at HQ. Verification of receipt notification is not required.

Communication can occur in multiple mediums (e.g., email, voice mail, direct customer contact, written memoranda, posted bulletins, etc.) as appropriate. The level of coordination and the timeliness of the disseminated customer information are directly proportional to the magnitude of the event and the degree of impact to the affected customers. For example:

- Complex activities that affect a large number of customers or require training typically necessitate early and repeated notifications.
- The distribution of a Triage 2 client application impacting a limited number of customers typically requires notification to the affected customers.
- Emergency notifications (e.g., virus mitigation to an immediate threat) require expedited notification.

4. Meetings, Data Calls, and Action Items

In order to facilitate coordination, the Contractor shall support:

- a. Meetings regarding HQ desktop computing, including:
 - Daily Tag-ups
 - Weekly Configuration Control Boards (CCB)
 - Monthly ODIN Reviews. See Bidders library for an example.
 - Monthly non-ODIN contractor Reviews
 - NASA-wide ODIN conferences (typically one per year)
 - Other periodic HQ meetings:
 - Town Hall meetings
 - Customer information exchanges
 - HQ IT Board of Directors' meetings
 - HQ IT Customer Advisory Committee meetings
 - Security reviews, technical meetings, contract meetings, etc.
- b. Completion of data calls from other HQ Codes and other Government organizations (e.g., NASA CIO, NASA Inspector General, OMB, GAO, etc.)
- c. Tracking and completion of Action Items. The Action Item Report is specified in DRD ODIN-HQ-15.

Within 30 calendar days of the Delivery Order start date the Contractor shall submit a Communications Plan that addresses how the Contractor will communicate with the Government, other Contractors, and customers. Requirements are contained in DRD ODIN-HQ-14.

5. Reuse Pool

When a customer no longer requires an installed hardware or software item, the Contractor shall place the item in the Reuse Pool. The following conditions apply:

- a. The Contractor may charge a single M/A/C when an item or items are deleted from a single computer for a single request and added to the Reuse Pool.
- b. The Contractor may charge a single M/A/C when an item or items from the Reuse Pool items are installed on a single computer for a single request.
- c. When an item is installed the maintenance category (Category 1 without refresh, Category 1 with refresh, or Category 3) for that item remains unchanged.
- d. Any item in the Reuse Pool shall remain in the Inventory Reuse Pool unless:
 - o The item is removed from the Reuse Pool and installed on a computer
 - o The DOCOTR directs the item be deleted from the Reuse Pool. This shall be done at no additional charge to the Government.
 - o The item has a maintenance contract (e.g., annual maintenance contracts on UNIX software), and the maintenance contract expires while the item is in the Reuse Pool. In this instance the maintenance contract will not be extended and the item will be deleted from the Reuse Pool. This shall be done at no additional charge to the Government. The Contractor shall obtain DOCOTR approval before such items are deleted.

The Contractor shall create and maintain a Reuse Pool database to facilitate asset inventory, deployment, tracking, and billing. Requirements are contained in DRD ODIN-HQ-9.

6. Laptop Loaner Pool Service Requirements

- a. General – The purpose of the Laptop Loaner Pool is to provide temporary laptops for Government use. Laptops in the Laptop Loaner Pool shall be serviced in accordance with the ordered level. The Contractor shall be responsible for staffing, equipping, and managing the Laptop Loaner Pool. One the last business day of the month, the Contractor shall recommend the proper quantity of laptops and associated equipment to be retained in the Laptop Loaner pool. After taking this recommendation into consideration, the DOCOTR or designee will order the appropriate quantity of new laptop seats and/or catalog items or shall direct that the quantities be reduced.
- b. Records – The Contractor shall maintain the current status of all laptops in the Laptop Loaner Pool. Records shall be kept that include the beginning and end dates of each loan and the name of the person to whom each device was loaned. The shall also compile summary usage data for each type of laptop and each peripheral device. This status and loan history data, and summary usage data, shall be available to the DOCOTR and/or designee through on-line, read-only access.
- c. Operating Guidelines – The customer will notify the Help Desk to obtain a loaner laptop. The Help Desk shall open a ticket and schedule a mutually agreeable pickup time between 6 AM and 6 PM. The laptop shall be available for pickup within four business hours after the help desk ticket was opened. Customer-requested pickups with less than a four-hour advance notice to the Help Desk may be charged as a critical uplift, if pre-approved by the DOCOTR. The Contractor shall document the customer's reason for such urgency in the ticket. When equipment is loaned, the Contractor shall assist customers with setup and operation of the devices, as needed.

The customer is responsible for the property while it is checked out.

The Contractor shall operate the Laptop Loaner Pool using the guidelines in the Laptop Loaner Procedures document, in the Bidders Library.

- d. Standard Laptop Loaner Configuration – As a minimum configuration, each laptop shall consist of the following:
- The laptop computer
 - Two fully charged batteries; one battery installed in the laptop and one spare battery ready for use. The spare battery shall be protected so that it cannot accidentally be shorted out and drained of power.
 - A 56KB modem
 - An 100 megabit Ethernet interface
 - An 802.11g wireless capability
 - An externally attached mouse
 - A power cord
 - All cables required to connect the laptop to either a phone or local area network
 - A carrying case can hold all equipment specified above, plus an external CD-ROM sized device
 - Preset configuration settings, scripts, and bookmarks for dialing the HQ network, using Secure Nomadic Access (SNA), connecting to HQ shared storage and printers, conducting x.500 directory lookups and connecting to common HQ web based applications (Time and Labor. Travel manager, IFM, etc.)
 - User documentation for unit set-up/operation and dial in instructions
- e. Laptop Loaner Peripherals – When a customer requests a loaner laptop, the customer may also request any or all of the following peripherals. The Contractor shall issue these items if they are available from either the Laptop Loaner Pool or Reuse Pool:
- Printers
 - International power adapters
 - I/O read/write devices
 - Multi-media devices
 - Extra batteries

Peripherals available in the Laptop Loaner Pool and issued when a laptop is loaned shall not constitute a M/A/C for either the issuance or return of the requested peripherals.

Peripherals available from the Reuse Pool and issued when a laptop is loaned because none are available in the Laptop Loaner Pool shall be treated as a M/A/C when issued, but shall not be treated as a M/A/C when the peripheral is returned to the Reuse Pool. A single allowable M/A/C fee may be charged and shall include issuance of up to three Reuse Pool peripherals per loaned laptop. The Contractor shall maintain a record of these types of requests.

- f. Non-Standard Laptop Loaner Software Requests - For required above core software (e.g., Photoshop), the Contractor shall load the requested software onto the laptop based on availability from the Reuse Pool. A single allowable M/A/C fee may be charged and shall include installation of up to three above core software packages. The DOCOTR may direct, at no additional cost to the Government, that a certain number of laptops be permanently configured with a special, above core, software load. The loan of the specially configured laptops must be pre-approved by the DOCOTR or assignee on a case-by-case basis. The Contractor shall maintain a record of these types of requests.

7. Systems Engineering Facility (SEF)

The SEF is a NASA HQ testing area for hardware systems, operating systems, applications, and other items. The SEF is managed and operated by a non-ODIN Contractor. The Contractor is not responsible for the daily operation or configuration of the SEF. The SEF is available for Contractor use, at no cost, through scheduling and coordination with the non-ODIN Contractor.

SEF hardware, software, and services required by the Government or a non-ODIN contractor may be ordered through ODIN.

At no additional cost to the Government, the Contractor shall provide, operate, and maintain any SEF hardware and software that the Contractor needs to meet its contractual obligations.

8. Support for Special Events

The Contractor shall provide support for Center special events (e.g., Open House, press conference, etc.) as identified by the DOCOTR or designee. The Contractor shall handle help desk tickets opened to provide support for special events as a Priority Service request as defined in the Master Contract Paragraph C.5.9.4.1, Priority Service. For off-site events the Contractor shall provide hardware, computer seats, help desk support, and other services / equipment shall as required. Setup and operations for off-site events will be provided by the Non-ODIN contractor. Help desk tickets opened to support Center Special Events shall not be counted against the priority service percentages.

9. Support for Non-ODIN Seats

NASA HQ currently has approximately 13 non-ODIN computer seats. These include SE seats, specialized desktops, and specialized laptops. A non-ODIN contractor will provide desktop support for non-ODIN seats. This may include HW maintenance, M/A/C support, installation of software, and peripherals. The Contractor shall provide help desk support to include dispatch and monitoring of non-ODIN contractor support for these seats. If other ODIN services like hardware maintenance, software licenses, and/or peripheral support are required for non-ODIN seats, these services will be ordered per the applicable seat service levels.

10. Electronic Mailing and Communications Support (E-Presence)

Pursuant to the Master Contract Paragraph C.4.1.2, NASA CIO Operating Model, the Contractor shall continue to support the ePresence Project, as a NASA initiative to increase collaboration across the Agency. The project may provide a common electronic messaging system and common integrated collaborative tools that will support Agency business processes as well as the science and engineering work environments.

11. Integrated Financial Management (IFM) Support

Pursuant to the Master Contract Paragraph C.9.2, Integrated Financial management Project (IFMP), that identifies the Integrated Financial Management (IFM) as an agency-wide project to be supported by ODIN, the Contractor shall support IFM consistent with Triage Level 2 requirements to maintain an end-user desktop environment that ensures continued successful access to IFM servers. In accordance with the Triage Level 2 requirements set forth in C.5.5.2 Non-ODIN Supported Hardware and Software (Triage Level 2), the Contractor shall install the software and facilitate resolution of problems by working, if necessary, with the Government identified POC. The Contractor shall also provide support in accordance with Attachment J of this Delivery Order and the IFM Desktop Requirements Document.

12. Computer/Electronic Accommodations Program (CAP) Support

The Contractor shall support NASA employees in obtaining assistive technology in accordance with the Computer/Electronic Accommodations Program (CAP), a partnership between NASA and the Department of Defense. This support shall be at no additional cost to the Government. The Contractor responsibilities are:

- a. For users that currently have an ODIN desktop seat, the Contractor shall participate with CAP in identifying products that meet the users' needs and ensuring that they are compatible with the ODIN seat. CAP will acquire and deliver the products to the user, or, if preferred, the ODIN Contractor.
- b. The Contractor shall install and set-up the products on users' seats. This includes making software changes to accommodate the CAP products. Any hardware or software items acquired through CAP and installed on the user's seat become the new supported system baseline for that seat.
- c. The CAP products would be considered Government furnished property under the ODIN Delivery Order. The Contractor shall manage the CAP products in the same manner as other Government furnished property under their contract.
- d. The Contractor shall be responsible for any necessary registering of the assistive technology after it is installed in the user's seat.
- e. The Contractor shall also be responsible for all maintenance and repair of the CAP products. However, this does not include replacement due to breakage or incompatibility with subsequent ODIN technology. Replacement products will be obtained through the CAP.
- f. CAP will be responsible for any needed user training.
- g. For users who are not currently under an ODIN desktop seat, the Contractor will not be responsible for ensuring that the product is compatible with the user's existing equipment. That responsibility would fall under the user's existing system administrator or alternative IT service provider. Consequently, the Contractor is not responsible for making software modifications to accommodate the products, but will be expected to provide their best effort to make the products work with the user's equipment.

13. Consumables

For this Delivery Order, consumables are defined as:

- Paper

- Desktop Removable Media (such as CD, DVD, floppy disks, zip disks, USB memory sticks)
 - Toner or print cartridges
 - Spare batteries from a third party source (such as for laptops and administrative radios).
- a. Unless otherwise specified in this Delivery Order, the Contractor is not required to provide the above listed consumables in accordance with ODIN Master Contract Paragraph A.1.33, Consumables.
 - b. Except for paper and floppy disks, the Contractor shall make consumables available in the ODIN catalog.
 - c. The loss of the use of services purchased under the ODIN contract, due to lack of paper, print cartridge, or other consumable as defined by this Delivery Order, shall not be considered the Contractor's responsibility.
 - d. The inability of the device to function as intended due to the failure of other internal components is the Contractor's responsibility. For example, the loss of a laptop computer's portability due to the inability of the battery to hold a charge would be the Contractor's responsibility.

For this delivery order, all rechargeable batteries provided with any seat or catalog order are not considered consumables. (e.g. laptops, PDAs, PCELLs)

14. Energy Savings

The Contractor shall insure that all energy saving features on computers, monitors, fax machines, and printers are set in accordance with DOCOTR instructions. Such settings will be implemented in all core loads and in printer set-up procedures. At a minimum, these settings shall be checked during servicing.

15. Lost Property

Per Master Contract Paragraph A.1.20, Liability, the Contractor shall submit a report on lost, missing, and damaged property in accordance with DRD ODIN-HQ-10.

16. Definitions

- a. Action Item – Any item requiring participation by the Contractor. Such an item must have a defined outcome and completion date. Items out of scope once defined will be referred to the CO for action.
- b. Call List – Software systems accessed using a web browser, 3270 client or other standard desktop software. The desktop software components are the responsibility of the Contractor and a non-ODIN contractor supports the software systems accessed by these desktop components. The Contractor routes all requests for support for Call List software to the appropriate non-ODIN contractor / supplier.
- c. Code Supported – These are a limited number of “seats” which receive most or all of their support from the non-ODIN contractor. The ODIN Contractor provides Level 1 Help Desk support, and may provide hardware maintenance and/or Core Load Software licenses (based on HQ ordering these services.)
- d. Computer Security Incident – An event that affects confidentiality of data, availability of a system/data or integrity of a system/data.

- e. DOCAT – Delivery Order Catalog. Government owned items identified by NASA HQ in Attachment M, which is divided into two sections. The first attachment section is the Government Furnished Equipment provided to ODIN, and the second section is the Desktop hardware Inventory.
- f. Integrated mail -
- g. Level 1 Support – Support provided by the Help Desk as the first contact point with the end-user. Level 1 support diagnoses all requests for help and support and either resolves the problem or dispatches a ticket to the Contractor or non-ODIN entity for resolution. Level 1 support is handled remotely and does not require a desk side visit or “touch”.
- h. Level 2 Support – Support provided outside the Help Desk. Contractor staff or a non-ODIN entity will provide support. Actions passed by the Help Desk to level 2 require specialist knowledge, more time to do research, and/or a visit by a technician to the desktop (“touch”).
- i. Level 3 Support – Support provided by senior Contractor / non-ODIN / NASA staff or by third party vendors such as Microsoft or Apple. Items referred to Level 3 support are usually very complex and may involve extensive research.
- j. Mitigation – The reduction, removal or government acceptance of a threat or vulnerability to a level accepted by the NASA HQ ITSM. And once reduced, removed or accepted it is reported to the NASA HQ ITSM. An item is considered mitigated when the NASA HQ approved mitigation strategy has been completed.
- k. Non-ODIN Seat – A computer seat that is not owned by the Contractor. These are usually unique PCs and MACs that are owned by the Government. The non-ODIN contractor usually provides hardware and software support. The Contractor shall provide Level 1 Help Desk support and asset management for these seats. The Contractor may provide other services based on the ordered service level.
- l. ‘Request for Quotes’ – Official request for quotes are those that are received electronically. The Contractor quote shall consist of the price of the item and availability of the item requested.
- m. Reuse Pool - This is a pool of Government and Contractor owned hardware and software (DOCAT and Catalog) that can be reused by NASA. The Contractor maintains the Reuse Pool.
- n. Third Party – A third party is usually a hardware/software vendor or other contractor from which the Contractor seeks assistance to resolve a software/hardware issue or obtain warrantee support. It may be a NASA or other Government organization. When the Contractor needs to assign a support request to a third party, it is the responsibility of the Contractor to identify that third party and to coordinate the response.
- o. Triage 1 – Above core software not delivered as part of the ODIN Standard application software suite (Master Contract Paragraph E.3.1.2, ODIN Application Software) (e.g. MS Project) for which the Contractor provides full support. SW updates are accomplished in accordance with CCB approved schedule. There are two types of Triage 1: with and without refresh. Triage 1 with refresh items shall be refreshed every three years or when the seat to which they are attached is refreshed (whichever is sooner). There is no HW/SW refresh for Triage 1 “without refresh”.

- p. Triage 2 – NASA HQ custom applications/Government off the shelf (GOTS) (e.g. NASA HQ Action Tracking System (HATS) and IFM systems) for which there is a desktop/laptop client provided by a non-ODIN source. For these clients the Contractor shall develop installation scripts and shall install the client. The non-ODIN Contractor provides all Level 2 support. The non-ODIN Contractor provides all engineering, testing, and installation instructions.
- q. Triage 3 – HW and SW not supported by the Contractor. When new Triage 3 items are required, the Government will pay for a security review. Items will be installed via catalog order or by a M/A/C. The Contractor provides basic diagnostic service to all ODIN seats. If during the diagnostic process it is determined that the Triage 3 item is at fault, support responsibilities are passed back to the item owner, the ticket is routed to the proper support agency, and the ticket will be so noted. A process for handling Triage 3 support shall be documented by the Contractor within 30 calendar days after Delivery Order 2 start. Triage 3 HW and SW support tickets are not counted in any ODIN Metric unless the problem is with the initial Level 1 support.
- r. Vulnerability – A weakness in a system or software application that could be exploited to compromise security processes or controls that protect the system and the information it handles.

Part IV. HEADQUARTERS IT SECURITY REQUIREMENTS

Section A. GENERAL SECURITY REQUIREMENTS

The Contractor shall comply with the requirements of NPG 2810.1, Security of Information Technology and requirements contained in this section for all systems, services, and personnel unless waived in advance, in writing, by the DOCOTR.

The NASA Headquarters (HQ) Code CI, through the Information Technology Security Manager (ITSM), has overall responsibility for the Headquarters Information Technology Security (ITS) Program. The Contractor shall assign an ODIN IT Security POC. The Contractor shall directly support NASA Headquarters and this DO by complying with:

- The baseline security requirements established in NPG 2810.1
- The NASA Headquarters Network Security Policy
- Other Agency and NASA HQ security policies.

1. Governance

The Contractor shall work IT security issues through the HQ Computer Emergency Response Team (CERT) and shall follow the HQ Incident Response Process.

2. Policies, Processes & Procedures

The Contractor shall comply with the following (which are located in the ODIN bidder's library):

- a. NASA Headquarters Network Security Policy
- b. NASA Headquarters Appropriate Use Policy
- c. NASA Headquarters Computer System Password Policy
- d. NASA Headquarters Account Management Policy
- e. NASA Headquarters Contractor Position Sensitivity Policy
- f. NASA Headquarters NHCC Access Policy
- g. NASA Headquarters Virus Response Process
- h. NASA Headquarters ITS Incident Response Process
- i. NASA Headquarters Contractor Badging & Screening Process
- j. NASA Headquarters Laptop Cleaning Process
- k. NASA Headquarters Risk Assessment Template
- l. NASA Headquarters Network Monitoring Plan
- m. NASA Headquarters Network Scanning SOP
- n. Service Center - Account Administration – Password Reset
- o. NASA Headquarters Sanitization of NASA HQ IT Equipment
- p. NASA Procedures and Guidelines 2810.1 Security of Information Technology
- q. NASA Headquarters IT Security Contingency Plan
- r. Security Configuration Baseline Documents.

Existing:

- NASA Headquarters Windows NT 4.0 Server Security Guideline
- NASA Headquarters Technical Controls Windows 2000 Workstation
- NASA Headquarters Library Workstations Configuration

In Development:

- NASA Headquarters UNIX Security Guidelines
- NASA Headquarters Windows 2000 and 2003 Server Security Configuration
- NASA Headquarters Windows XP Security Configuration
- NASA Headquarters Web Browser Security Configuration
- NASA Headquarters E-mail Client Security Configuration
- NASA Headquarters Wireless Client Security Configuration

3. Clarifications Specific to NASA Procedures and Guidelines (NPG) 2810.1

The following provide clarifications specific to sections in NPG 2810.1:

- a. Section 2.2.8.2e: In accordance, with this NPG paragraph, the Contractor shall perform self-inspections of each systems configuration corresponding to its baseline configuration document. If there are multiple core loads, then each different configuration must be inspected.
- b. Section 2.2.8.2i: In accordance with this NPG paragraph, the Contractor shall, annually, use a tool, independent of the operating system, to verify password compliance with password guidance on all ODIN services.
- c. Section 2.2.8.2j: In accordance with this NPG paragraph, the Contractor shall, monthly, use tools to assist in detecting modifications to the ODIN services and monitoring audit logs.
- d. Section 4.1.3: In accordance with this NPG paragraph, the Contractor shall ensure security is included in all IT life cycle planning and shall comply with NASA HQ Configuration Control Board processes.
- e. APPENDIX A: In accordance with this NPG Appendix, the Contractor shall ensure compliance by implementing the requirements in the security configuration baseline documents.

SECURITY VULNERABILITIES AND MITIGATIONS REQUIREMENTS

The Contractor is not responsible for vulnerability monitoring. The Contractor shall maintain a list of all software product names, versions, and manufacturers and shall provide the list to HQ vulnerability monitoring team. If the Contractor discovers a vulnerability, the Contractor shall report it within 4 business hours, by email, to the HQ vulnerability monitoring team.

The Contractor shall be responsible for vulnerability mitigation and planning. The Contractor shall ensure that installation of vulnerability mitigation does not cause an unplanned system outage. The Contractor shall use distribution software to reduce the need for manual mitigations. A temporary mitigation shall be subject to DOCOTR approval before implementation. A permanent mitigation shall be subject to HQ CCB

approval before implementation. The following table provides the requirements for vulnerability mitigation.

Standard Requirement	Critical	High	Medium	Low
Time to mitigation after NASA severity concurrence	5 business days	15 business days	3 calendar months	Per mitigation plan.
Time to create a plan for permanent mitigation if a temporary mitigation is used	10 business days	30 business days	N/A	N/A

Expedited Requirement	Critical	High	Medium	Low
Time to mitigation after NASA severity concurrence	4 clock hours	16 clock hours	10 business days	N/A
Time to create a plan for permanent mitigation if a temporary mitigation is used	8 clock hours	2 business days	N/A	N/A

Standard requirement for vulnerability mitigations is the time frame that a mitigation is applied to any vulnerability, and the associated vulnerability severity, that the DOCOTR provides to the contractor.

Expedited requirement for vulnerability mitigations is the time frame that a mitigation is applied when the DOCOTR requests a vulnerability be mitigated quicker than the Standard requirement.

VIRUS/TROJAN PREVENTION AND RESPONSE REQUIREMENTS

1. Prevention

The Contractor shall install vendor signatures on:

- Windows OS based ODIN desktops within 16 business hours from their release.
- Macintosh OS based ODIN desktops within 1 calendar month from their release.

The Contractor shall ensure that the customer on ODIN systems cannot disable virus software.

2. Response

In the event of a virus/Trojan outbreak (more than 12 Help Desk reports in 8 business hours, or ITSM notification to the Contractor) in any ODIN system, the Contractor shall:

- Immediately notify the HQ CERT
- For ODIN computers on to the NASA HQ's domain with Microsoft Windows and a currently logged customer, the specific signature for the virus/Trojan outbreak shall be distributed within 20 minutes of the vendor's signature release
- For ODIN servers on the NASA HQ's domain with Microsoft Windows, the specific signature for the virus/Trojan outbreak shall be distributed within 20 minutes of the vendor's signature release
- For ODIN computers on the NASA HQ's domain with Microsoft Windows without a currently logged on customer, the specific signature for the virus/Trojan outbreak shall be distributed immediately after logon (provided 20 minutes have passed after vendor's signature release)
- For ODIN computers on the NASA HQ's domain with the Macintosh operating system, the specific signature for the virus/Trojan outbreak shall be distributed within 2 hours of the vendor's signature release
- Count each infected computer as not available (Desktop Services Availability Level 1 metric) from the time that the infection is reported until the time that the infection is eradicated.

SECURITY PLAN REQUIREMENTS

The Contractor shall develop and maintain an IT Security Management Plan in accordance with DRD ODIN-HQ-7. This plan shall define the Contractor's policies and procedures for implementing security measures and safeguards that ensure the integrity, availability and confidentiality of NASA IT resources. The Contractor shall also implement enforcement mechanisms to ensure compliance with the measures and safeguards outlined in the IT Security Management Plan.

To ensure that security plans are maintained in a current status, the Contractor shall report any significant change (as defined in NPG 2810.1 Appendix C) to ODIN systems, services, and personnel that effect security to the ITSM within 5 working days prior to implementation.

The Contractor shall provide ODIN related input to non-ODIN security plans (including, but not limited to, the NASA HQ Private Network), risk assessments, and contingency plans. Input may include:

- Security configuration information
- System architectural diagrams
- Data flow descriptions (both input and output)
- Standard operating procedures, (for example: maintenance, backup and recovery)
- A list of hardware
- Software components
- Interfaces with other systems

- Communications connectivity and sequence
- Priorities for system restoration and
- Other information as required by NPG 2810.1 and Federal Regulations.

OTHER SECURITY REQUIREMENTS

1. Hardware and Software Configuration Management

- The Contractor shall implement the configurations specified in the security configuration baseline documents (See Part IV, Section A, Paragraph 24) in accordance with the schedule approved by the CCB. The Contractor shall deploy into production only hardware and software that has had a NASA-provided security review and has been approved by the DOCOTR.

To facilitate NASA security reviews, the Contractor shall provide the following information to the DOCOTR:

- Software version, manufacturer, and all configuration settings for all products that are affected either, directly or indirectly, by the software. For example: If Oracle is being upgraded to 9.0, the Contractor must provide information about operating systems, Cold Fusion and Java Servers.
- Hardware models, manufacturers and all configuration settings.

2. Equipment Sanitization Requirements

The Contractor shall sanitize all computers in accordance with the Sanitization of NASA HQ IT Equipment procedure (Part IV, Section A, Paragraph 2o).

3. Security Incident Response

If a computer incident has affected or may affect confidentiality of data, availability of a system/data, or integrity of a system/data, the Contractor shall follow the NASA Headquarters ITS Incident Response process (See Part IV, Section A, Paragraph 2h) within one hour of discovering the incident. The Contractor shall provide all necessary assistance and access to ODIN systems for the CERT to investigate each incident. The authority to obtain data on these systems is provided by Headquarters Appropriate Use Policy (See Part IV, Section A, Paragraph 2b).

4. Reporting of Unexplained System Anomalies

The Contractor shall report unexplained system anomalies that may affect confidentiality of data or integrity of a system/data to the NASA Headquarters CERT by email or in writing within 4 business hours of discovering such an anomaly. Examples of such anomalies include: unexplained change of directory or file permissions; unexplained installation, removal or starting/stopping of software; unexplained network traffic; unexplained unavailability of a production service; or any unexplained malicious activity.

5. Deviations from Appropriate Use Policy

In carrying out its customer support activities, the Contractor may observe deviations from the NASA HQ Appropriate Use Policy. The Contractor shall report such deviations to the HQ CERT within 8 business hours of discovering such a deviation. Providing an email copy to the HQ CERT of the help desk ticket, including a description of the deviation is sufficient. Any deviation that affects integrity or confidentiality will be considered a Computer Security Incident. In such cases the Contractor shall immediately

follow Section 10, Security Incident Response Policy. An example of Appropriate Use deviation is: unauthorized software installed on a user computer.

6. System Administrator Privileges

Contractor staff, that have been provided a shared administrator password to any NASA systems, Contractor systems supporting NASA, or to any server (except Contractor systems in the Systems Engineering Facility (SEF)), shall follow the Headquarters Contractor Badging & Screening Process (See Part IV, Section A, Paragraph 2i) for granting, changing and terminating privileged access to Headquarters systems.

7. Contractor Security Training and Certification Requirements

Contractor personnel shall complete the following training:

- For Contractor staff, annually a NASA-provided, on-line, general IT security course. New employees shall complete this training and read the NASA HQ Appropriate Use policy prior to receiving access to NASA systems
- For security managers, annually a NASA-provided, on-line, IT security course
- For each system administrator, Tri-annually a system administrator security certification for each operating system supported
- For Contractor staff, annually a NASA-provided two-hour of Disaster Recovery (DR) training
- For new Contractor staff, a two-hour NASA-provided New Staff Orientation class within two-weeks of their start date.

8. Contingency and Disaster Recovery Support

The Contractor shall participate in Contingency and DR planning, training, and testing in accordance with the Headquarters IT Contingency Plan.

The Contractor shall participate in DR operations in-accordance-with the NASA Contingency and DR Plan (See Part IV, Section A, Paragraph 2q).

9. Security Audits and Assessments

The Contractor shall support audits or security assessments conducted by the Government, or its representatives, on systems or networks for which the Contractor is responsible.

10. Copies of ODIN Systems Upon Request

Within 8 business hours of a Code CI request, the Contractor shall provide to the HQ ITSM a full bit-by-bit copy (using Norton Ghost or other appropriate software) of any NASA HQ ODIN system. This copy shall be delivered either on a DVD, a CD, or a secure network share directory. The medium should be appropriate to the size of the copy. The authority to obtain such data is provided by NASA HQ Appropriate Use Policy.

Part V. PROPERTY MANAGEMENT REQUIREMENTS

The Contractor shall provide property management for all NASA HQ desktop assets in accordance-with the Master Contract, Section C.5.6.2 and the requirements listed below. This includes both Contractor and Government owned assets.

The Contractor shall tag all ODIN-owned equipment prior to being delivered to a customer. The Contractor shall tag all Government owned equipment prior to being delivered to a customer. The Contractor shall track Government owned IT property using the NASA Equipment Management System (NEMS). The Contractor shall track ODIN-owned equipment utilizing an ODIN-provided process. The Contractor shall notify the appropriate Government property custodian when Government equipment is no longer required and shall follow existing Government procedures for equipment turn-in.

The Contractor shall work with the appropriate Government property administrator to track all Government assets under their control. The Contractor shall e-mail to the Government property administrator any changes to include but not limited to replacement of Government owned equipment; moves to a new location; or removal for maintenance or repairs. When directed, the Contractor shall conduct inventories of Government and ODIN-owned equipment under the Contractor's control in order to verify that equipment exists in its documented location.

The Contractor shall maintain accurate, up-to-date records of all Government and ODIN –owned assets used in the management and operation of the infrastructure in electronic database format. The Contractor shall provide the asset reporting in-accordance with DRD ODIN-HQ-1.

The electronic database of Contractor managed assets, associated macros and report definitions will be the property of the Government to be turned over to the Government upon request and may be used by the Government at the Government's sole discretion for any purpose whatsoever.

The Contractor shall submit the Asset Transition Value (ATV) report in-accordance-with DRD ODIN-HQ-13.

Part VI. REPORTING REQUIREMENTS

The Contractor shall comply with the following DRDs:

DRD NO.	DRD TITLE	Dated
ODIN-HQ-1	Headquarters Asset Reporting Requirements	3/19/2004
ODIN-HQ-2	Headquarters Performance Metrics	3/19/2004
ODIN-HQ-3	NOT USED	
ODIN-HQ-4	NOT USED	
ODIN-HQ-5	NOT USED	
ODIN-HQ-6	Invoice and Support Data	3/19/2004
ODIN-HQ-7	Information Technology Security (ITS) Management Plan	3/19/2004
ODIN-HQ-8	Safety and Health Plan	3/19/2004
ODIN-HQ-9	Reuse Pool Database	3/19/2004
ODIN-HQ-10	Lost Property Report	3/19/2004
ODIN-HQ-11	NOT USED	
ODIN-HQ-12	NASA Headquarters Desktop Hardware/Software Baseline Product Suite	3/19/2004
ODIN-HQ-13	Asset Transition Value (ATV) Report and Methodology	3/19/2004
ODIN-HQ-14	Communications Plan	3/19/2004
ODIN-HQ-15	Action Item Report	3/19/2004
ODIN-HQ-16	Desktop Software Release Plan	3/19/2004
ODIN-HQ-17	Help Desk Ticket Summary	3/19/2004
ODIN-HQ-18	Small Business Subcontract Reporting Requirements	3/19/2004

ODIN-HQ-1, Headquarters Asset Reporting Requirements

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. CONTRACT #: NAS5-98140 D.O. TBD 2. DRD #: ODIN-HQ-1 Page 1 of 2
3. TITLE: HEADQUARTERS ASSET REPORTING REQUIREMENTS		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORTS	5. FREQUENCY OF SUBMISSION: Continuously Available On-Line	
6. DISTRIBUTION: DOCO & DOCOTR	7. INITIAL SUBMISSION: DO Start Date + 3 Months	
8. REMARKS: The Contractor shall provide and maintain an electronic database containing all elements of the NASA HQ delivery order. The Contractor shall provide electronic access to its database information and allow the information to be downloaded.		
DATA REQUIREMENT DESCRIPTION		
9. USE: Asset tracking, analysis, and strategic planning		10. REFERENCE: HQ DO2, Part V
		11. INTERRELATIONSHIP: Master Contract C.5.6.4, C.5.6.1, & C.5.6.3
12. PREPARATION INFORMATION: This database shall include all seat types / service levels including quantities and price. For each seat a customer's organizational code, name, phone number, e-mail address, IP address, equipment ECN number, seat platform, serial number, purchase order number, manufacturer, manufacturer model number, building and room number where item is located, the asset transition value (ATV), and item order and installation/delivery date, and comments shall be included. The database shall also retain all deleted seat information including date of deletion. The information within the database shall be maintained for the length of the delivery order. The Contractor shall update the database whenever the DOCOTR approves a change. The Government/Contractor may use this database as a resource to generate the reports for delivery order status, DRDs, and an invoice verification tool. The Contractor shall submit to the Government, electronically, any periodic reports it generates for its own internal use in managing this requirement. At the end of the contract, this information shall be provided on electronic media. Specific requirements include: <ol style="list-style-type: none"> 1) Each seat record in the database shall list all services purchased from ODIN (including catalog items). 2) The database shall provide the capability to allow global seat or service level changes (by organization or center). 3) The DOCOTR shall identify individuals who can make changes within the Seat Ordering and Catalog approval cycles, and have access to the database. 4) The database shall have an option to select a number of records per page to be viewable by the user. 5) The database shall include an interactive tool that links to the basic seat definition. 		

- 6) The database shall have a link to the catalog allowing the user to place orders as required.
- 7) The database shall have query and reporting capabilities by user names, seat type, codes, organizations, IP address, Installation/Delivery Date, deleted seat data, ECN, building, service levels, prices, and all recorded dates.
- 8) The database shall have a help function to give general instruction.
- 9) The database shall report the seats that have been requested, however, not yet deployed to the customer in a non-billable status.
- 10) The database shall have the capability to provide a profile of services for every seat receiving services at the center.
- 11) The database shall include the information concerning the quarter that a seat refresh is planned, and the actual date the seat is refreshed.
- 12) The database shall track all desktop/notebook software by manufacturer, software name, version number, deployed patches if not reflected in version number, date installed, date uninstalled, and date put in the software reuse pool if uninstalled and not a core load item.
- 13) The database shall include detailed hardware configuration of all desktop items, e.g. Memory size, hard disk size, graphics specification, CPU speed, attached peripherals, optical drive types, sound cards, etc.

ODIN-HQ-2, Headquarters Performance Metrics

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. CONTRACT #: NAS5-98140 D.O. TBD 2. DRD #: ODIN-HQ-2 Page 1 of 1
3. TITLE: HEADQUARTERS PERFORMANCE METRICS		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORTS	5. FREQUENCY OF SUBMISSION: Monthly, 10 work days after the end of a reporting month	
6. DISTRIBUTION: DOCO, DOCOTR	7. INITIAL SUBMISSION: 1 month and 10 work days after DO2 start date	
8. REMARKS: The Contractor shall provide, maintain, and deliver Level 1 and Level 2 metrics on a monthly basis based on the metric requirements specified in the Delivery Order.		
DATA REQUIREMENT DESCRIPTION		
9. USE: Level 1 metrics are used to determine the monthly Metrics Performance Retainage Pool (MPRP).		10. REFERENCE: HQ DO2, III.D.3, Revised Level 1 Metrics Table in HQ DO2, III.D.2
		11. INTERRELATIONSHIP: Master Contract C.6, & Attachment F
12. PREPARATION INFORMATION: <div style="margin-left: 20px;"> 1) LEVEL 1 METRICS: The Vendor shall calculate and report Service Delivery, Service Availability, and Customer Satisfaction for Desktop User Services, and shall calculate Service Delivery and Customer Satisfaction for Move / Add / Change Services, Catalog Service, and NASA Headquarters SR (Service Request). 2) LEVEL 2 METRICS: Vendor specific metrics will augment or provide greater detail than Level 1 metrics and identify key specific areas of interest (such as the measurement of proactive vendor discovered versus user discovered, problems). These metrics will be specified by the Vendor and will be used to augment, validate, and ensure the completeness of the Level 1 metrics. These metrics shall also be used to ensure the impartiality, effectiveness, and consistency of the overall metric gathering and reporting process. 3) LEVEL 3 METRICS: The Vendor shall create a set of metrics, comprised of the previously reported Level 1 and vendor specific metrics, which will allow for the valuation of time based trends. These metrics will illustrate ODIN service level trends over the previous three-month or greater period. Regular reporting of Level 3 Metrics to the Government is not required. However, they must be provided upon request. </div>		

ODIN-HQ-6, Invoice and Supporting Data

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. CONTRACT #: NAS5-98140 D.O. TBD 2. DRD #: ODIN-HQ-6 Page 1 of 5
3. TITLE: INVOICE AND SUPPORTING REPORT DATA		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORTS	5. FREQUENCY OF SUBMISSION: Monthly 10 work days after the end of a reporting month	
6. DISTRIBUTION: 1 complete set to each for the DOCO and DOCOTR, and Resource Analyst	7. INITIAL SUBMISSION: 1 month and 10 work days after DO2 start date	
8. REMARKS: Data provided by this DRD shall include both the invoice and reporting requirements for the same calendar period. Invoice and supporting documentation shall be submitted on 1 CD.		
DATA REQUIREMENT DESCRIPTION		
9. USE: Provides NASA with detailed data aggregated to accurately reflect ODIN costs at the single-letter Organization Code level.		10. REFERENCE: Master Contract paragraph 1 (g), HQ DO2 I.3.i
		11. INTERRELATIONSHIP: Master Contract F1.1, F1.2, & F1.3
12. PREPARATION INFORMATION: Scope This DRD establishes the invoice and reporting requirement report to support the monthly invoiced amounts. The ODIN contractor is required to segregate and report data for the Delivery Order in both hard copy and electronic formats. Overall Summary Section Contents The Overall Summary Section contains the NASA Headquarters overall summary with HQ wide totals for all bundled billable items. The totals shall be provided monthly, cumulatively within the basic performance period or option performance period, and cumulatively within the Delivery Order performance period. The bundled billable items included within the summary are: <ul style="list-style-type: none"> • Desktop seats, totaled by seat type • FAX seats, totaled by seat type • Printer seats, totaled by seat type • DOCAT Hardware cost total • DOCAT Software cost total • Credits (Outage, local, and Miscellaneous) • Debits (Outage, local, and Miscellaneous) • Performance Pool Retainage Credit and Debit information • Metrics Pool Retainage Credit and Debit information 		

- Catalog Credit and Debit information
- Invoice Adjustments

An Overall Summary grand total shall be provided at the end of the section.

Single Letter Organization Code Summary Section Contents

The Single Letter Organization Code Summary Section contains the overall summary within each Single Letter Organization Code for all bundled and extra cost billable items. Each Single Letter Organization Code shall have an overall summary section. The totals shall be provided monthly, cumulatively within the performance period or option performance period, and cumulatively within the Delivery Order performance period.

The items included are listed below:

- Desktop seats, sorted by seat type and ECN, and grouped and subtotaled by seat type
- FAX seats, sorted by seat type and ECN, and grouped and subtotaled by seat type
- Printer seats, sorted by seat type and ECN, and grouped and subtotaled by seat type
- DOCAT Hardware, sorted by item name and ECN, and subtotaled by maintenance cost
- DOCAT Software, sorted by item name and ECN, and subtotaled by maintenance cost
- Re-Stacking Charges / Credits
- Outage Detail Charges / Credits
- Critical Uplifts Charges / Credits, both bundled and extra cost
- Returns to Service Charges / Credits
- Super Priority Charges / Credits
- Moves / Adds / Changes Charges / Credits, both bundled and extra cost
- Non-Prime Time Service Charges / Credits

The following items are included on only the Code O Single Letter Organization Code Contents:

- Critical Vulnerability Mitigation, Standard Requirement
- Critical Vulnerability Mitigation, Expedited Requirement
- High Vulnerability Mitigation, Standard Requirement
- High Vulnerability Mitigation, Expedited Requirement
- Medium Vulnerability Mitigation, Standard Requirement
- Medium Vulnerability Mitigation, Expedited Requirement
- Low Vulnerability Mitigation, Standard Requirement

A Single Letter Organization Code Summary grand total shall be provided at the end of the section.

Catalog Detail Contents

All catalog order credits / debits shall be provided for the invoice period on a separate invoice sheet, sorted by Single Letter Organization Code, order date, and item name, and grouped by Single Letter Organization Code. Each catalog order line shall include:

- Customer Name
- Customer Organization Code
- Customer Order Date / Time
- Code OCI Approval Date / Time
- Item Installation Complete Date / Time
- Item name
- Item category
- Single Item Purchase Cost Components
- Quantity ordered
- Order Total Cost

Catalog order credits /debits shall be subtotaled for each Single Letter Organization Code.

A catalog order cost grand total shall be provided at the end of the sheet.

DOCAT Hardware Detail Contents

All DOCAT Hardware shall be provided for the invoice period on a separate invoice sheet, sorted by Single Letter Organization Code and Hardware item name, and grouped by Single Letter Organization Code. Each Hardware item line shall contain:

- Hardware item name

- Hardware item category
- Hardware item monthly maintenance cost
- Desktop Seat Equipment Control Number (if not in reuse pool)
- Customer Name (if not in reuse pool)
- Customer Organization Code (if not in reuse pool)

Hardware item maintenance cost shall be subtotaled for each Single Letter Organization Code.

A Hardware item maintenance cost grand total shall be provided at the end of the sheet.

DOCAT Software Detail Contents

All DOCAT Software totals shall be provided for the invoice period on a separate invoice sheet, sorted by Single Letter Organization Code and Software item name, and grouped by Single Letter Organization Code. Each Software item line shall contain:

- Software item name
- Software item category
- Software item monthly maintenance cost
- Desktop Seat Equipment Control Number (if not in reuse pool)
- Customer Name (if not in reuse pool)
- Customer Organization Code (if not in reuse pool)

Software item maintenance cost shall be subtotaled for each Single Letter Organization Code.

A Software item maintenance cost grand total shall be provided at the end of the sheet.

Re-stacking Detail Contents

All re-stacking credits / debits shall be provided for the invoice period on a separate invoice sheet, sorted and grouped by Single Letter Organization Code. Each Single Letter Organization Code line shall contain:

- Desktop seat move quantity and cost total
- FAX seat move quantity and cost total
- Printer seat move quantity and cost total
- Code Re-stack move cost total (Desktop seat move cost total + FAX seat move cost total + Printer seat move total)

A Re-stack grand total line shall be provided at the end of the sheet. The Re-stack grand total line shall contain the grand total for all:

- Desktop seat move quantity and cost total
- FAX seat move quantity and cost total
- Printer seat move quantity and cost total
- Code Re-stack move cost total (Desktop seat move cost total + FAX seat move cost total + Printer seat move total).

Outage Detail Contents

All outage credits / debits shall be provided for the invoice period on a separate invoice sheet, sorted by the outage Help Desk ticket number. The information provided for each outage shall be:

- Help Desk Ticket Number
- Outage start date / time
- Outage end date / time
- Affected User total
- Credit amount

An outage cost grand total amount shall be provided at the end of the sheet.

Critical Uplift Detail Contents

A list of all Critical Uplifts shall be provided for the invoice period on a separate invoice sheet, sorted by Single Letter Organization Code and Help Desk Ticket, and grouped by Single Letter Organization Code. The information provided for each Critical Uplift shall be:

- Help Desk Ticket Number
- Help Desk Ticket Title
- Help Desk Ticket Creation Date / Time
- Help Desk Ticket Closure Date / Time

Critical Uplifts shall be subtotaled for each Single Letter Organization Code. The Single Letter Organization Code subtotal shall contain:

- Bundled Critical Uplifts total
- Above Bundled Critical Uplifts total
- Above Bundled Critical Uplifts cost total
- Critical Uplifts Total

A Critical Uplift grand total amount shall be provided at the end of the sheet. The Critical Uplift grand total line shall contain:

- Bundled Critical Uplifts total
- Above Bundled Critical Uplifts total
- Above Bundled Critical Uplifts cost total
- Critical Uplifts Total

Return to Service Detail Contents

All Returns to Service shall be provided for the invoice period on a separate invoice sheet, sorted by the Single Letter Organization Code and the Return to Service Help Desk Ticket number, and grouped by Single Letter Organization Code. The information provided for each Return to Service shall be:

- Help Desk Ticket Number
- Return to Service start date / time
- Return to Service end date / time

Return to Service cost shall be subtotaled for each Single Letter Organization Code.

A Return to Service cost grand total shall be provided at the end of the sheet.

Super Priority Service Detail Contents

All Super Priority Services shall be provided for the invoice period on a separate invoice sheet, sorted by the Single Letter Organization Code and the Super Priority Service Help Desk Ticket number, and grouped by Single Letter Organization Code. The information provided for each Super Priority Service shall be:

- Help Desk Ticket Number
- Super Priority Service start date / time
- Super Priority Service end date / time

Super Priority Service cost shall be subtotaled for each Single Letter Organization Code.

A Super Priority Service cost grand total shall be provided at the end of the sheet.

Moves / Adds / Changes (MACs) Detail Contents

A list of all MACs shall be provided for the invoice period on a separate invoice sheet, sorted by Single Letter Organization Code and Help Desk Ticket, and grouped within each Single Letter Organization Code. The information provided for each Help Desk Ticket shall be:

- Help Desk Ticket Number
- Title
- Desktop seat move quantity
- FAX seat move quantity
- Printer seat move quantity
- Help Desk Ticket Creation Date / Time
- Help Desk Ticket Closure Date / Time

MACs shall be subtotaled for each Single Letter Organization Code. The Single Letter Organization Code subtotal shall contain:

- Bundled Desktop seat move total
- Above Bundled Desktop seat move total
- Above Bundled Desktop seat move cost total
- Bundled FAX seat move total
- Above Bundled FAX seat move total
- Above Bundled FAX seat move cost total
- Bundled Printer seat move total
- Above Bundled Printer seat move total

- Above Bundled Printer seat move cost total
- A MAC grand total amount shall be provided at the end of the sheet. The MAC grand total line shall contain:
- Bundled Desktop seat move total
 - Above Bundled Desktop seat move total
 - Above Bundled Desktop seat move cost total
 - Bundled FAX seat move total
 - Above Bundled FAX seat move total
 - Above Bundled FAX seat move cost total
 - Bundled Printer seat move total
 - Above Bundled Printer seat move total
 - Above Bundled Printer seat move cost total

Non-Prime Time Service Detail Contents

All Non-Prime Time Services shall be provided for the invoice period on a separate invoice sheet, sorted by the Single Letter Organization Code and the Super Priority Service Help Desk Ticket number, and grouped by Single Letter Organization Code. The information provided for each Non-Prime Time Service shall be:

- Help Desk Ticket Number
- Non-Prime Time Service start date / time
- Non-Prime Time Service end date / time
- Non-Prime Time Service cost shall be subtotaled for each Single Letter Organization Code.
- A Non-Prime Time Service cost grand total shall be provided at the end of the sheet.

Infrastructure Upgrade Proposal Contents

All Infrastructure Upgrade Proposals (IUP) shall be provided for the invoice period on a separate invoice sheet. The information provided for each IUP shall be in sufficient detail to identify all costed items and the quantity of each costed item.

An IUP grand total amount shall be provided at the end of the sheet.

ODIN-HQ-7, INFORMATION TECHNOLOGY SECURITY (ITS) MANAGEMENT PLAN

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. CONTRACT #: NAS5-98140 D.O. TBD 2. DRD #: ODIN-HQ-7 Page 1 of 1
3. TITLE: INFORMATION TECHNOLOGY SECURITY (ITS) MANAGEMENT PLAN		
SUBMITTAL REQUIREMENTS		
4. TYPE: PLAN/REPORTS	5. FREQUENCY OF SUBMISSION: As necessary until approved by the DOCOTR, then Annually	
6. DISTRIBUTION: DOCO & DOCOTR	7. INITIAL SUBMISSION: Within one month after Delivery Order 2 start date.	
8. REMARKS: To define the contractors policies and procedures for implementing security measures and safeguards that enforce the integrity, the availability, and confidentiality of NASA IT resources.		
DATA REQUIREMENT DESCRIPTION		
9. USE: To define the contractors plans, policies and procedures for implementing security measures and safeguards that enforce the integrity, the availability, and confidentiality of NASA IT resources.		10. REFERENCE: Master contract - C.8 HQ DO2 IV.D
		11. INTERRELATIONSHIP:
12. PREPARATION INFORMATION: The vendor shall prepare, implement and maintain an Information Technology Security (ITS) Management Plan addressing the vendor's plans, policies and procedures for physical, personnel, communications and information security. The plan shall cover the security measures and safeguards the vendor will implement to ensure that IT resources acquired, used, operated, or provided under this task order: 1. Operate effectively and accurately. 2. Are protected from unauthorized alteration. 3. Maintain continuity of support for Headquarters missions, programs and functions. 4. Incorporate controls to provide for the availability, integrity and confidentiality of information. This shall be in compliance with NASA Procedures and Guidelines (NPG) 2810.1, Security of Information Technology and all the requirements set forth in the Headquarters SOW.		

ODIN-HQ-8, Safety and Health Plan

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. CONTRACT #: NAS5-98140 D.O. TBD 2. DRD #: ODIN-HQ-8 Page 1 of 8
3. TITLE: SAFETY AND HEALTH PLAN		
SUBMITTAL REQUIREMENTS		
4. TYPE: PLAN/REPORTS	5. FREQUENCY OF SUBMISSION: As necessary until approved by the DOCO, then Annually	
6. DISTRIBUTION: DOCO & DOCOTR	7. INITIAL SUBMISSION: With Proposal	
8. REMARKS: The Contractor shall submit a detailed safety and occupational health plan. Plan will be included in any resulting contract after approval by the DOCO.		
DATA REQUIREMENT DESCRIPTION		
9. USE: Safeguard the safety and occupational health of Contractor and NASA employees.	10. REFERENCE: HQ DO2	
		11. INTERRELATIONSHIP: Master Contract A.1.39 1852.223-70 Safety and Health

12. PREPARATION INFORMATION:

See NPG 8715.3, NASA Safety Manual, Appendix H.

CONTRACTOR SAFETY AND HEALTH PLAN CONTENTS

The sections below are provided to assist the contractor in the preparation of a comprehensive safety and health plan. In preparing the plan, the contractor should provide all the information requested in each section and incorporate the recommended statements directly into their plan. The scope of work and exposure to recognized hazards should govern the detail and complexity of the contractor's safety and health plan.

As prescribed in 1823.7001(c), Clause 1852.223-73, Safety and Health Plan (July 2000): *"The plan must include a detailed discussion of the policies, procedures, and techniques that will be used to ensure the safety and occupational health of contractor employees and to ensure the safety of all working conditions throughout the performance of the contract. The plan must similarly address safety and occupational health for subcontractor employees for any proposed subcontract whose value is expected to exceed \$500,000, including commercial services and services provided in support of a commercial item. Also, when applicable, the plan must address the policies, procedures, and techniques that will be used to ensure the safety and occupational health of NASA employees and the public. This plan, as approved by the Contracting Officer, will be included in any resulting contract."*

Section 1. Safety Program Management.

1.1 **Policy.** Provide the contractor's corporate safety and health policy statement.

1.2 **Goals and Objectives.** Describe specific safety and health goals and objectives. Identify if the contractor is part of OSHA's Voluntary Protection Program (VPP) or working towards certification in the VPP. If not, discuss how the contractor is using NASA's Performance Evaluation Profile as safety performance criteria.

1.3 **Management Leadership.** Describe management's procedures for implementing its commitment to safety and health through visible management activities. Discuss processes and procedures for making this visible in all contract and subcontract activities and products.

1.4 **Employee Involvement.** Describe how employees are involved in safety and health program development, implementation, and decision-making processes.

1.5 **Responsibility.** Describe line and staff responsibilities for safety and health program implementation. Identify any other personnel or organization that provides safety services or exercises any form of control or assurance in these areas. Also identify the following:

a. **Designated Safety Official.** Identify, by title, the primary and alternate officials responsible for implementation of this plan and all formal contacts with regulatory agencies and with NASA Headquarters; NASA Headquarters Facilities and Administrative Services Division, Code CO; Contracting Officer; and other government personnel or designees for planned communication and interface.

b. **Safety Representative.** Identify, by title, the primary and alternate individuals who will be responsible for the contractor's adherence to NASA Headquarters' safety, health, environmental, and fire protection concerns and goals, and who will participate in meetings and other activities related to the NASA Headquarters safety and health program.

c. Include a statement substantially the same as the following statement in this section: ***"The Contractor will notify the Contracting Officer and NASA Headquarters Facilities and Administrative Services Division, Code CO, of any designated safety official and/or safety representative replacements within 30 days of replacement."***

1.6 **Provision of Authority.** Discuss the authority provided to line and staff personnel in carrying out their assigned safety and health responsibilities. Include how Federal, State and local regulations will be maintained throughout the life of the contract.

1.7 **Accountability.** Describe procedures for ensuring that managers, supervisors, and employees are held accountable for implementing their tasks in a safe and healthful manner. Appropriate examples include, but are not limited to, the use of traditional and/or innovative personnel management methods such as job performance evaluations, disciplinary measures, and awards.

1.8 **Program Evaluation.** Describe the method for conducting an annual, internal safety and health program evaluation. The program evaluation may consist of either (1) participation in OSHA's Performance Evaluation Profile survey or (2) a written report that documents procedures for determining the existence and criticality of the

contractor's hazardous operations, recommendations for program changes, action plans, and verification procedures. Identify who will conduct the program evaluation and prepare the written report. (Note: These evaluations will include subcontracted tasks.) Include a statement substantially the same as the following statement in this section: ***"When a written program evaluation is requested, it will be delivered to the Government no later than 30 days after the end of each contract year or at the end of the contract, whichever is applicable."***

1.9 Safety and Health Committees. Discuss safety and health committee requirements, membership, organization level, and meeting frequency. Identify specific safety committee(s) required under the contract. Describe purpose of committee(s) and recordkeeping procedures.

1.10 Government Access to Contractor Safety and Health Program Documentation. Describe approach to document safety and health program performance. Identify what records will be made available to the Government, i.e., logs, records, minutes, procedures, checklists, statistics, reports, analyses, notes or other written or electronic document that contains in whole or in part any subject matter pertinent to the safety, health, environmental protection, or emergency preparedness programs. Include a statement substantially the same as the following statement in this section: ***"The contractor will make safety and health records/documentation (including relevant personnel records) available for inspection or audit at the Government's request."***

1.11 Procurement. Identify contractor procedures used to assure that procurements are reviewed for safety and health considerations and that specifications contain appropriate safety criteria and instructions. In an effort to minimize the procurement and exposure of hazardous materials to all employees within the NASA Headquarters Building, include a statement substantially the same as the following statement in this section: ***"The contractor will substitute non-hazardous or less hazardous materials whenever possible."***

1.12 Contractor Relationship with OSHA. Describe the contractor's relationship with OSHA. Under Public Law 91-596, Occupational Safety Health Act of 1970, an employer is responsible for providing employees with a safe and healthful working environment regardless of where the employees are working. Thus, contractors must comply with all applicable Federal and state OSHA requirements. Include a statement substantially the same as the following statement in this section: ***"It is the Contractor's responsibility to submit a timely reply to any OSHA citation it receives; the Contractor is responsible for settling citations issued against the operation unless specifically addressed in the contract."***

1.13 Plan Update(s). Describe how the contractor will continually review and update the safety and health plan and ensure that the most current version of the plan is available to employees including managers and supervisors. Include a statement substantially the same as the following statement in this section: ***"The Contractor will update the safety and health plan when necessary. Every employee that is placed under the contract, either by the Contractor or one of its subcontractors, will be provided a copy of this safety and health plan. As update(s) to the plan are made, each Contractor employee will receive the updated information and new employees will be provide a copy of the plan with the current updates incorporated. A copy of the update(s) or updated plan will be provided to the NASA Headquarters Facilities and Administrative Services Division, Code CO and Contracting Officer."***

Section 2. Worksite Analysis.

2.1 Process. Describe the method by which hazardous conditions/operations within the contractor's worksite will be identified during the duration of the contract. The identified method should explain the information collection process through the use of surveys, analyses, inspections of the worksite, investigations of mishaps and close calls, and the collection and trend analysis of safety and health data. Include a statement substantially the same as the following statement in this section: ***"All hazards on NASA property, which are immediately dangerous to life or health, shall be reported immediately to the NASA Headquarters Facilities and Administrative Services Division, Code CO. All safety engineering products, which address operations, equipment, etc., on NASA Headquarters property will be subject to the review and concurrence of the NASA Headquarters Facilities and Administrative Services Division, Code CO, unless otherwise specified in the approved safety and health plan. Authorized NASA representatives will have access to and the right to examine the sites or areas where work under this contract is being performed in order to determine the adequacy of the Contractor's safety and health measures in ensuring a safety and healthful working environment to its employees."***

2.2 Hazard Identification. List each hazardous operation, condition, exposure, and/or unique hazard associated with the work to be performed, and a list of other major or key operations required or planned in the performance of the contract. This inventory of hazards will address the work specified in the contract as well as operations and work environments that will be performed in the vicinity or in close proximity to contract operations.

Inventory will also show functional area and its associated hazard(s). The list will be provided to the Contracting Officer as part of the initial safety and health plan for review and approval. Updates will be provided to the Contracting Officer whenever the list is updated. Include a statement substantially the same as the following statement in this section: **"NASA and the Contractor shall jointly decide which operations are to be considered hazardous, with NASA as the final authority. Before hazardous operations commence, the Contractor shall submit for NASA concurrence (1) written hazardous operating procedures for all hazardous operations; and/or (2) qualification standards for personnel involved in hazardous operations."**

2.3 **Self-Inspections.** Describe worksite safety and health routine inspection procedures to include information about inspection schedules, inspections of the worksite, operations, and equipment. Indicate who will perform the inspections and describe the method of documenting all identified hazards until they are eliminated or controlled. Include a statement substantially the same as the following statement in this section: **"Copies of the inspection and/or evaluation records along with corrective measures will be provided to the NASA Headquarters Facilities and Administrative Services Division, Code CO, no later than 5 working days after completion of the inspection/evaluation."**

2.4 **Employee Reports of Hazards.** Describe how employees notify management of potential safety or health hazards (procedures must be in writing). Describe management's procedure for follow-up and tracking corrections. Discuss steps to create reprisal-free employee reporting with emphasis on management support for employees and describe methods to be used to incorporate employee insights into hazard abatement and motivation/awareness activities.

Section 3. Mishap Investigation and Record Analysis.

3.1 **Mishap Investigation.** Describe accident investigation procedures that will be used to investigate mishaps on NASA Headquarters property and on contractor or third party property. Include procedures for conducting investigations; training and guidance provided to investigator(s); exercise of jurisdiction over a mishap investigation involving NASA, contractor, and other contractor personnel; follow up of corrective actions; and communication of lessons learned to the NASA Headquarters Facilities and Administrative Services Division, Code CO. Include a statement substantially the same as the following statement in this section: **"The Contractor shall investigate all work-related mishaps, incidents, and close calls, to the extent necessary to determine their causes and provide the Contracting Officer and the NASA Headquarters Facilities and Administrative Services Division, Code CO, a report of the investigative findings and proposed or completed corrective actions."**

3.2 **Mishap Reporting.** Describe procedures for immediate notification requirements for fires, hazardous materials releases, and other emergencies. Discuss employee procedures for reporting mishaps and close calls to appropriate contractor personnel. Discuss OSHA reporting requirements and procedures. Discuss implementing use of NASA mishap reporting forms (see subparagraph 3.2c of this section), contractor forms, and workers' compensation claim forms.

a. **Notification/Reporting Procedures.** In addition to the Contractor's notification/reporting procedures, include a statement substantially the same as the following statement: **"The Contractor shall immediately notify and promptly report to the Contracting Officer and to the NASA Headquarters Facilities and Administrative Services Division, Code CO, any accident, incident, or exposure resulting in a fatality, lost-time occupational injury, occupational disease, contamination of property beyond any stated acceptable limits set forth in the contract Schedule; or property loss of \$25,000 or more, or Close Call (a situation or occurrence with no injury, no damage, or only minor damage (less than \$1,000) but possesses the potential to cause any category of mishap, or any injury, damage, or negative mission impact) that may be of immediate interest to NASA, arising out of work performed under this contract. The Contractor is not required to include in any report an expression of opinion as to the fault or negligence of any employee. In addition, service Contractors (excluding construction contracts) shall provide monthly reports specifying exposure hours, lost-time frequency rate, number of lost-time injuries, and accident/incident dollar losses as specified in the contract Schedule and not later than the 7th day of the month following the reporting month."**

b. **NASA Mishap Reporting Categorizations.** In addition to either contractor or Office of Workers' Compensation mishap reporting categorizations and reporting procedures, the contractor will classify and submit mishap reports in accordance with the below listed classifications. Include a statement substantially the same as the following paragraphs in this section: **"All Contractor mishap reports will be reported to the NASA Headquarters Facilities and Administrative Services Division, Code CO, using NASA coding of incidents in accordance with the following specified classifications:**

(1) Type A Mishap. A mishap causing death and/or damage to equipment or property equal to or greater than \$1 million. Mishaps resulting in damage to aircraft, space hardware, or ground support equipment that meet these criteria are included, as are test failures in which the damage was unexpected or unanticipated.

(2) Type B Mishap. A mishap resulting in permanent disability to one or more persons, hospitalization (within a 30-day period from the same mishap) of three or more persons, and/or damage to equipment or property equal to or greater than \$250,000, but less than \$1 million. Mishaps resulting in damage to aircraft, space hardware, or ground support equipment that meet these criteria are included, as are test failures in which the damage was unexpected or unanticipated.

(3) Type C Mishap. A mishap resulting in damage to equipment or property equal to or greater than \$25,000, but less than \$250,000, and/or causing occupational injury or illness that results in a lost workday case. Mishaps resulting in damage to aircraft, space hardware, or ground support equipment that meet these criteria are included, as are test failures in which the damage was unexpected or unanticipated.

(4) Mission Failure. A mishap of whatever intrinsic severity that, in the judgment of the Enterprise Associate Administrator and the Associate Administrator for Safety and Mission Assurance, prevents the achievement of primary NASA mission objectives as described in the mission operations report or equivalent document.

(5) Incident. A mishap consisting of personal injury of less than Type C mishap severity but more than first-aid severity, and/or property damage equal to or greater than \$1,000, but less than \$25,000.

(6) Close Call. A situation or occurrence with no injury, no damage or only minor damage (less than \$1,000), but possesses the potential to cause any type mishap, or any injury, damage, or negative mission impact. (A close call is not considered a mishap, but the mishap reporting, investigation, and recordkeeping and recurrence control guidelines will be followed.)"

c. **NASA Mishap Reporting Forms.** In addition to any required contractor and workers' compensation claim forms, the Contractor is required to provide NASA Form 1627 (Mishap Report) to the NASA Headquarters Facilities and Administrative Services Division, Code CO. (Note: NASA Form 1627 can be obtained from the NASA Headquarters Facilities and Administrative Services Division, Code CO, or through NASA's electronic forms.) Include a statement substantially the same as the following statement in this section: **"The Contractor will provide the NASA Headquarters Facilities and Administrative Services Division, Code CO, NASA Form 1627A, Mishap Report, within 24 hours of the incident; a completed NASA Form 1627 will be provided to the NASA Headquarters Facilities and Administrative Services Division, Code CO, upon completion of the investigation for Type A and B Mishaps, and within 5 working days for Type C Mishaps, Incidents, and Close Calls."**

3.3 **Trend Analysis.** Describe approach to analyze trends of injury/illness data and hazards identified by the contractor at the NASA worksite. Discuss methods to identify and abate common causes indicated by trend analysis. Include a statement substantially the same as the following statement in this section: **"The Contractor will provide the NASA Headquarters Facilities and Administrative Services Division, Code CO, a monthly summary of all mishaps and incidences to include lost-time frequency rate, number of lost-time injuries, exposure, and mishap/incident dollar losses, trend analysis, and corrective actions by the 7th day of the month following each month reported. Negative reports will also be provided."**

3.4 **Recordkeeping.** Describe procedures for ensuring that all mishaps, incidents, and close calls are recorded on OSHA Form 200 (or equivalent) and any supplementary logs as required by Title 29 Code of Federal Regulations, Subparts 1904.2, Log and Summary of Occupational Injuries and Illnesses. Also describe annual summary reporting procedures of occupational injuries and illnesses as required by Title 29 Code of Federal Regulations, Subpart 1904.5, Annual Summary. Include a statement substantially the same as the following statement in this section: **"The Contractor shall deliver to the NASA Headquarters Facilities and Administrative Services Division, Code CO and the Contracting Officer, (under separate Contractor's cover letter), a copy of its annual summary of occupational injuries and illnesses (or equivalent) as described in Title 29, Code of Federal Regulations, Subpart 1904.5 or equivalent data. This report will be reported by calendar year and provided to the NASA Headquarters Facilities and Administrative Services Division, Code CO, within 45 days after the end of the year to be reported, but not later than February 15 of the year following."**

Section 4. Hazard Prevention and Control.

4.1 *Risk Management.* Describe how the contractor will routinely examine and analyze hazards associated with individual jobs, operations, processes, etc. Discuss approach to consideration and selection of controls to identified hazards. Discuss use of hazard reduction precedence sequence. Discuss approach to identifying and accepting any residual risk. Discuss implementation of controls including verifying effectiveness. Discuss scope of coverage for such items as hazardous chemicals, equipment, discharges, waste, and energies. Discuss need for coordination with safety, health, environmental services, and emergency authorities at NASA Headquarters. Include a statement substantially the same as the following statement in this section: **"The Contractor will authorize access to designated NASA representatives to any Contractor data necessary to verify implementation of control measures."**

4.2 *Hazardous Operations.* Describe methods for notifying personnel when hazardous operations are to be performed in the workplace or when hazardous conditions are found to exist during the course of this contract. Discuss procedures for defining, classifying, and prioritizing hazardous operations.

4.3 *Written Procedures.* Identify methods to assure that hazardous situations and proper controls are identified in documentation such as, but not limited to, inspection procedures, test procedures, and other related information. Describe methods to assure that written procedures are developed for all hazardous operations, including testing, maintenance, repairs, and handling of hazardous materials and hazardous waste. Procedures will be developed in a format suitable for use as safety documentation (such as a safety manual) and be readily available to contractor personnel as required to correctly perform their duties.

4.4 *Preventive Maintenance.* Discuss approach to preventive maintenance. Describe scope, frequency, and supporting rationale for the contractor's preventive maintenance program including facilities and/or equipment to be emphasized or de-emphasized. Discuss methods to promote awareness in the NASA community such as alerts, safety flashes, and bulletins when preventive maintenance reveals design or operational concerns in facilities and equipment (and related processes where applicable).

4.5 *Medical Program.* Discuss the contractor's medical surveillance program to evaluate personnel and workplace conditions to identify specific health issues and prevent degradation of personnel health as a result of hazardous exposures. Explain how the contractor uses the services of occupational health professionals. Discuss approach to first aid, CPR, and other paramedical skills, and indicate training employees are required to receive.

Section 5. Hazardous Materials and Waste [if applicable].

5.1 *Operations Involving Exposures to Toxic or Unhealthful Materials.* Describe method to ensure that such operations are evaluated by the NASA Occupational Health Office and are properly controlled as advised by same. Include a statement substantially the same as the following statement in this section: **"The NASA Occupational Health Office will be notified prior to initiation of any operation potentially hazardous to health."**

5.2 *Operations Involving Hazardous Waste.* Identify procedures used to manage hazardous waste from point of generation through disposal. Identify divisions of responsibility between contractor and NASA Headquarters for hazardous waste generated. Include a statement substantially the same as the following statement in this section: **"The NASA Headquarters Facility and Administrative Services Division, Code CO, will be notified prior to initiation of any hazardous waste operation on site, and will be provided a copy of any waste removal agreements and proof of destruction."**

5.3 *Hazard Communication Standard.* Discuss management of hazardous materials, substitution of non-hazardous or less hazardous materials for hazardous materials, proper segregation of hazardous wastes from non-hazardous wastes, contract employee training requirements, labeling, and other hazard communication standard requirements prescribed by Title 29 Code of Federal Regulations 1910.1200, Hazard Communication. Describe processing permits through the appropriate State agency and/or the Environmental Protection Agency.

a. *Material Safety Data.* Describe the procedure by which the contractor shall prepare and/or deliver to the NASA Headquarters Facilities and Administrative Services Division, Code CO, Material Safety Data Sheets (MSDS) for hazardous materials brought onto NASA Headquarters property or included in products delivered to NASA Headquarters property. Include a statement substantially the same as the following statements in this section: **"A single copy of each MSDS will be sent upon receipt of the material for use on NASA property to the NASA Headquarters Facilities and Security Division, Code CO, along with information on new or changed locations and/or quantities normally stored or used. If the MSDS arrives with the material and is needed for immediate use, the MSDS shall be delivered to the NASA Headquarters Facilities and Security**

Division, Code CO, by close of business of the next working day after it enters the site."

b. ***Hazardous Materials Inventory.*** The contractor will compile an inventory of all hazardous materials it has located on NASA Headquarters property within the scope of Title 29 Code of Federal Regulations 1910.1200 and Federal Standard 313, "Material Safety Data, Transportation Data and Disposal Data for Hazardous Materials Furnished to Government Activities," as revised. Include a statement substantially the same as the following statement in this section: ***"From initial award and every six months thereafter, the Contractor will provide the NASA Headquarters Facilities and Security Division, Code CO, with an inventory of all hazardous materials. This inventory will include the identity of the material to include trade name, chemical name, manufacturer, national stock number; the location of the material by room; and the quantity of each material normally kept at each location."***

Section 6. Emergency Procedures.

6.1 ***Emergency Preparedness.*** Describe contractor emergency/ contingency planning and preparedness program. Discuss methods to be used to notify NASA of emergency situations. Discuss establishment of pre-planning strategies through procedures, training, drills, etc. Discuss methods to verify emergency readiness. Include a statement substantially the same as the following statement in this section: ***"Contractor employees, located in the NASA Headquarters Building, will comply with and participate in NASA Headquarters established procedures for emergency preparedness drills and evacuations."***

6.2 ***Fire Prevention.*** Discuss how the contractor will assign individual(s) to participate in NASA Headquarters fire safety program including coordination of related issues with NASA facility managers and emergency planning and response officials and their representatives. Include a statement substantially the same as the following statement in this section: ***"Contractor employees will be instructed to report a fire or to pull the alarm for a fire; contractor employees will not attempt to extinguish the fire."***

Section 7. Safety and Health Awareness and Training.

7.1 ***Training.*** Identify formal and informal safety and health training programs. Indicate who is responsible for identifying training requirements and ensuring training of employees. Discuss tailoring of training towards specific audiences (management, supervisors, and employees) and topics, such as a safety orientation for new hires, specific training for certain tasks or operations, hazard recognition and reporting, training in the use and maintenance of personal protective equipment. Identify specific training requirements associated with the work to be performed on the contract. Include a statement substantially the same as the following statement in this section: ***"The Contractor is responsible for all required safety and health training of Contractor managers, supervisors, and employees and assurance of required training by subcontractors."***

7.2 ***Certification.*** Certifications should include documentation that all training requirements have been satisfied. Include a statement substantially the same as the following statement in this section: ***"The Contractor will provide certification and recertification training to ensure its employees are qualified to perform their tasks through specific training, experience, or combination of both."***

7.3 ***Training Documentation and Verification.*** Discuss approach to ensure that training is retained and practiced. Identify how the training will be recorded. Describe how the effectiveness of the training is verified. Include a statement substantially the same as the following statement in this section: ***"The Contractor will document safety and safety-related training in accordance with OSHA requirements. Upon request, all training materials and training records will be provided to the NASA Headquarters Facilities and Administrative Services Division, Code CO, for review."***

Section 8. Specialized Programs [as applicable]. The remaining sections of the safety and health plan will be used to address specific safety procedures relative to the work being performed. Some sample subjects are provided below; this list is not inclusive and any areas not identified should be added to the plan. Simply stating the contractor will comply with the applicable OSHA standards is not sufficient for the purpose of this plan. Identify all hazardous or potentially hazardous operations and conditions and fully develop the section to address those operations and conditions, e.g., describe procedures for obtaining, inspecting, monitoring, and maintaining personal protective clothing and equipment, tools, and power tools; responsibilities; training requirements; inspection documentation; recordkeeping requirements; maintenance programs; and other relevant data.

Air Contaminants
Bloodborne Pathogens
Confined Space
Construction
Electrical

Fall Protection
Forklift/Platform Operation
Hazard Communication
Hearing Conservation
Housekeeping
Lockout/Tagout
Machine Guarding
Material Handling
Motor Vehicle Safety
Noise
Personal Protective Clothing and Equipment
Radiation
Respiratory Protection
Tools (hand held and power)
Work Heights (ladders and scaffolds)

Section 9. References. The Contractor will comply with the most current version of all required safety and safety-related standards, directives, policy and guidance material. The Contractor will include additional references not listed below.

Public Law 91-596, Occupational Safety and Health Act of 1970
Title 29 Code of Federal Regulations Part 1904
Title 29 Code of Federal Regulations Part 1910
Title 29 Code of Federal Regulations Part 1910.1200, Hazard Communication
Title 29 Code of Federal Regulations Part 1926
Title 29 Code of Federal Regulations Part 1960
Federal STD 313, Material Safety Data Sheets
OSHA Publication 3088, How to Prepare for Worksite Emergencies
Engineer Manual 385-1-1, U.S. Army Corps of Engineers, Safety and Health Requirements
NPD 8621.1, NASA Mishap Reporting and Investigating Policy
NPD 8710.1, Emergency Preparedness Program
NPD 8710.2, NASA Safety and Health Program Policy
NPG 5100.4, NASA Federal Acquisition Regulation Supplement
NPG 8715.1, NASA Safety and Health Handbook - Occupational Safety and Health Programs
NPG 8715.2, NASA Emergency Preparedness Program Plan
NASA-STD-8719.11, NASA Safety Standard for Fire Protection
NASA Headquarters Emergency Occupancy Plan

ODIN-HQ-9, Inventory Reuse Pool Database

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. CONTRACT #: NAS5-98140 D.O. TBD 2. DRD #: ODIN- HQ-9 Page 1 of 1
3. TITLE: INVENTORY REUSE POOL DATABASE		
SUBMITTAL REQUIREMENTS		
4. TYPE: Database	5. FREQUENCY OF SUBMISSION: Access to be continuously available.	
6. DISTRIBUTION: DOCOTR and DOCOTR authorized designees.	7. INITIAL SUBMISSION: Access to begin upon start of DO2.	
8. REMARKS: The ODIN Vendor shall provide electronic access to its database information and allow the information to be downloaded.		
DATA REQUIREMENT DESCRIPTION		
9. USE: The purpose of the database is to facilitate the management and issuance of assets placed into the reuse pool.		10. REFERENCE: HQ DO2 III.F.5.gg
		11. INTERRELATIONSHIP:
12. PREPARATION INFORMATION: <p>The ODIN Vendor shall create and maintain a database of hardware and software items that are in the Reuse Pool. Data shall be kept current with at least daily updates. If there are multiple copies of an item, each item will have a separate entry in the database. The database shall be made available to the DOCOTR and DOCOTR authorized designees as read-only access in one of the following formats:</p> <ul style="list-style-type: none"> (a) The master database itself - containing an accurate and up-to date listing of items that are held in account by the ODIN Vendor and which have not been transferred to a new or existing seat, or (b) An ODIN Vendor-formatted inventory Reuse Pool item list in Excel that contains all the fields contained in the master reuse database. (c) Data fields to be used for the software portion of the database shall include, but not be limited to: SWID (If it exists), SW Item Name, Description, Version, SW Platform (PC, Mac, Unix), Source (Catalog, DOCAT, Other), Source Number (such as catalog order number), Date SW Checked In, SW Disposition (Available, Deployed, On Hold), Comments, Date SW Checked Out, Delivered To: User Name, Delivered To: ECN (d) Data fields to be used for the hardware portion of the database shall include but not be limited to: Item Name, Manufacturer, Model/Part Number, Number in Stock, and Comments <p>Pre-defined reports need to be available for the DOCOTR and DOCOTR authorized designees to run real time, such as: All Hardware in data base, All Software in Database, All Available Hardware, All Available Software, etc.</p>		

ODIN-HQ-10, Lost Property Report and Format

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. CONTRACT #: NAS5-98140 D.O. TBD 2. DRD #: ODIN-HQ-10 Page 1 of 1
3. TITLE: LOST PROPERTY REPORT AND FORMAT		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORT	5. FREQUENCY OF SUBMISSION: The report will be submitted monthly.	
6. DISTRIBUTION: DOCOTR, and others as specified by the DOCOTR.	7. INITIAL SUBMISSION: For the Report, 1 month after delivery order start date. The initial format for the report shall be submitted with the proposal.	
8. REMARKS:		
DATA REQUIREMENT DESCRIPTION		
9. USE: To track and maintain accurate records of lost and/or damaged property and action taken to recover.		10. REFERENCE: HQ DO2 V
		11. INTERRELATIONSHIP: Master Contract A.1.20
13. PREPARATION INFORMATION: When an asset is lost or damaged, the Vendor shall conduct an investigation. If theft is suspected, the Vendor shall request the assistance of Headquarters security to ascertain pertinent facts and recover lost equipment. Lost or damage value shall be determined by using the Asset Transition Value algorithm. The ODIN Vendor shall keep accurate records of lost and/or damaged property and deliver this information to the DOCOTR. The ODIN Vendor shall propose a format for the report and obtain DOCOTR approval. The report shall include, but not be limited to, the following data fields: Item Number, Description, Manufacturer, Model Number, ECN Number, Serial Number, Replacement Cost, User, Code, PO/CO Number, Asset Status (Lost or Damaged), Status Date.		

ODIN-HQ-12, NASA Headquarters Desktop Hardware/Software Baseline Product Suite

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. CONTRACT #: NAS5-98140 D.O. TBD 2. DRD #: ODIN-HQ-12 Page 1 of 1
3. TITLE: NASA Headquarters Desktop Hardware/Software Baseline Product Suite		
SUBMITTAL REQUIREMENTS		
4. TYPE: DATABASE/REPORT	5. FREQUENCY OF SUBMISSION: Updated and posted to the web 5 work days after the first of each month.	
6. DISTRIBUTION:	7. INITIAL SUBMISSION: Updated and posted to the web 5 work days after the end of the calendar month in which the Deliver Order begins.	
8. REMARKS:		
DATA REQUIREMENT DESCRIPTION		
9. USE: To identify and track baseline hardware and software.		10. REFERENCE: HQ DO2 III.A.27.a
		11. INTERRELATIONSHIP:
12. PREPARATION INFORMATION: The ODIN Vendor shall maintain and update the NASA Headquarters Desktop Hardware/Software Baseline Product Suite CMLS-HWS-05 in accordance with CCB approved changes. The master document shall be updated monthly and posted to the web and available for download in PDF and MS Word format at: http://www.hq.nasa.gov/office/codec/codeci/help/software/software.htm		

ODIN-HQ-13, Asset Transition Value (ATV) Report and Asset Value Calculation Methodology

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. CONTRACT #: NAS5-98140 D.O. TBD 2. DRD #: ODIN- HQ-13 Page 1 of 2
3. TITLE: Asset Transition Value (ATV) Report And Asset Value Calculation Methodology		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORT	5. FREQUENCY OF SUBMISSION: Methodology: As needed until approved by DOCOTR. ATV Report: See Section 8, Remarks	
6. DISTRIBUTION: DOCO, DOCOTR	7. INITIAL SUBMISSION: Methodology: With Proposal. ATV Report: See Section 8, Remarks	
8. REMARKS: The ODIN Vendor shall submit, within 90 days after deliver order start and quarterly thereafter, an Asset Transition Value (ATV) report for that period. Should a transition become necessary, a final ATV report is due 15 calendar days after the transition takes place. Upon approval by the DOCOTR, this methodology will be incorporated as part of the Delivery Order.		
DATA REQUIREMENT DESCRIPTION		
9. USE: To determine the value of assets that may transition to another Vendor, ODIN or non-ODIN, or the Government.	10. REFERENCE: HQ DO2 V	
	11. INTERRELATIONSHIP: Master Contract A.1.14 (b)	
12. PREPARATION INFORMATION: The ATV Methodology and ATV Reports applies to all classes of ODIN Vendor-provided assets, including, but not limited to all hardware, (desktops, servers, phones, peripherals, etc) software (desktop, server and diagnostic), all infrastructure hardware and software components, communication assets, and any other assets contained in the ODIN Vendor inventory for NASA Headquarters. Catalog ordered items and DOCAT items shall be included in the ATV report and listed separately for identification purposes. The asset transition value of these items is \$297,413.29. Each hardware item shall be separately listed in the report with a unique identification number such as a serial number or an ODIN property number. For items that have no unique identification number the Vendor must notify the DOCOTR and make a recommendation for listing them in the report. Each hardware item or group of items will be assigned a condition code to indicate its operational condition. The condition codes are E, for excellent condition, G, for good condition, and F, for fair condition. The beginning base for calculating an asset's value will be the initial purchase price paid by the ODIN Vendor and must not contain any additional fees such as engineering and installation fees. Hardware items listed in the report must contain the following data fields: Item Name, Item Description, Unique ID Number, Manufacturer-name, manufacturer-model-no, manufacturer-serial-number, year-manufactured, national-stock-number, Condition Code,		

Purchase date, Location, user-name, user-code, warranty-information, warranty-expiration-date, Initial Purchase Price, Current Depreciated Value and Depreciated Value at DO end. The Vendor may recommend additional data fields.

Identical software items, purchased at the same time and at the same price, may be bundled, and the quantity in the bundle must be listed. Software items must contain the following data fields: Item Name, Item Description, Quantity, Purchase date, Unit Initial Purchase Price, Bundled Initial Purchase Price, Current location of each item, user-name, user-code, License number, license-expiration-date, Current Depreciated Value, Depreciated Value at DO end. The Vendor may recommend additional data fields.

Depreciation algorithms used must be included in the ATV Methodology.

The ATV Methodology may be in either MS Word format or MS Excel format. The ATV Reports must be in MS Excel format.

This shall be in compliance with NASA Procedures and Guidelines (NPG) 4200.1E, NASA Equipment Management Manual.

ODIN-HQ-14, Communications Plan

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. CONTRACT #: NAS5-98140 D.O. TBD 2. DRD #: ODIN-HQ-14 Page 1 of 1
3. TITLE: COMMUNICATIONS PLAN		
SUBMITTAL REQUIREMENTS		
4. TYPE: PLAN	5. FREQUENCY OF SUBMISSION: As necessary until approved by the DOCO.	
6. DISTRIBUTION: DOCO & DOCOTR	7. INITIAL SUBMISSION: First Day of Delivery Order	
8. REMARKS: The Contractor shall submit a Communications plan that addresses how the Contractor will communicate with the Government, other Contractors, and customers.		
DATA REQUIREMENT DESCRIPTION		
9. USE: Defines how the Contractor will communicate with the Government, other Contractors, and customers.		10. REFERENCE: HQ DO2 III.F.4.cc
		11. INTERRELATIONSHIP:
12. PREPARATION INFORMATION: Plan format to be provided by the contractor. In addition to the specified items below the Contractor may include its own items that address how the Contractor will communicate with the Government, other Contractors, and customers. Prepare and present a briefing to each HQ code explaining the ODIN concept, the support to be provided, and the quality of service the codes can expect from the vendor. These can be Town Hall meetings for several Codes at a time. Larger codes may request an individual meeting. Briefings are to begin no later than 15 days after contract start date and must be completed no later than 30 days after contract start date. The plan shall layout processes, policies and procedures to participate in and/or support the following activities: Participation in all meetings that are intended to manage the Delivery Order to the benefit of NASA and the ODIN Contractor, examples include: Daily Tag-ups Weekly Configuration Control Boards (CCB) Monthly ODIN Reviews Monthly ISEM Reviews Design Reviews NASA-wide ODIN conference Security reviews, technical meetings, contractual meetings, etc. Other periodic HQ meetings such as: Town Hall meetings Customer information exchanges HQ IT Board of Directors' meetings HQ IT Customer Advisory Committee meetings		

ODIN-HQ-15, Action Item Report

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. CONTRACT #: NAS5-98140 D.O. TBD 2. DRD #: ODIN-HQ-15 Page 1 of 1
3. TITLE: Action Item Report		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORTS	5. FREQUENCY OF SUBMISSION: Weekly, at each Tuesday Daily Tag-Up.	
6. DISTRIBUTION: DOCOTR & Others designated by DOCOTR	7. INITIAL SUBMISSION: During the first Daily Tag-Up that falls on Tuesday.	
8. REMARKS: The Contractor shall generate, maintain, and submit a weekly report to track assigned action items.		
DATA REQUIREMENT DESCRIPTION		
9. USE: To track assigned action items.		10. REFERENCE: HQ DO2 III.F.4.cc
		11. INTERRELATIONSHIP:
12. PREPARATION INFORMATION: <p>The Contractor shall gather data needed to track Action items assigned to the Contractor at the various meetings and activities listed in the Preparation Information portion of DRD ODIN-HQ-14, and assemble the data in an Excel spreadsheet in the format specified below.</p> <p>An electronic presentation of the report will be given on a weekly basis, every Tuesday, at the Daily Tag-Ups. An electronic copy of the report will be submitted, as an email attachment, to the DOCOTR and up to ten other, to be specified Code CI personnel, on Monday afternoon or Tuesday morning prior to Tuesday's Tag-Up.</p> <p>The Title of the Report should be "ODIN Action Items" and should have the following columns:</p> <ul style="list-style-type: none"> ➤ Action Item Number ➤ Date action item was opened ➤ Description ➤ Closure criteria ➤ Assigned to ➤ Assigned by ➤ Actions taken (Include Dates) ➤ Planned next steps and estimated dates ➤ Date action item was closed <p>This format may be adjusted with mutual agreement between the Contractor and the DOCOTR. The footer of the report should show page numbers beginning with "1" and should show the date the report is presented at the Daily Tag-Up.</p>		

ODIN-HQ-16, Desktop Software Release Plan and Monthly Status Report

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. CONTRACT #: NAS5-98140 D.O. TBD 2. DRD #: ODIN-HQ-16 Page 1 of 2
3. TITLE: Desktop Software Release Plan and Monthly Status Report		
SUBMITTAL REQUIREMENTS		
4. TYPE: QUARTERLY PLAN AND MONTHLY STATUS REPORT	5. FREQUENCY OF SUBMISSION: Quarterly Plan, One Month, (defined as Twenty-five to Twenty-seven days), prior to the start of each calendar quarter. Monthly Status Report, five to seven days after the close of each month.	
6. DISTRIBUTION: DOCOTR & Others designated by DOCOTR	7. INITIAL SUBMISSION: The Monthly Report is due 6 days after the end of the month in which the Contract starts.	
8. REMARKS: The Contractor shall generate, maintain, and submit the plans and reports to track software release planning and execution.		
DATA REQUIREMENT DESCRIPTION		
9. USE: To Track software release planning and execution.		10. REFERENCE: HQ DO2 III.A.25.c
		11. INTERRELATIONSHIP:
12. PREPARATION INFORMATION: All submissions of the plan shall include all partial and full quarters in the entire DO performance period. After the initial submission the plan and monthly reports should be delivered as one document. Every Monthly Status Report should contain the current Desktop Software Release Plan and the progress against the plan regarding testing, scripting, and deployment. An example is document BSS86 in the bidders library. A version assessment should be made of the core-load and above core-load applications listed in the most current version of the NASA HQ Hardware/Software Baseline Product Suite Document. The assessment covers all minor releases, service packs, patches, and plug-ins for the desktop that are described in <i>Attachment A Section 19 (Workstation Hardware/ Software/ Peripherals) subsection CCB Approval and Release Schedule (pg. 19)</i> . Under this section, releases are delineated between those that do not require an acquisition cost to obtain the software and those that incur a cost. Any releases that are discovered within the current quarter will be included in the next quarter's plan. Approach Outline The steps below are those generally taken to introduce new versions and patches onto the desktop and must be accomplished to define and track software releases. Software/Patch Functionality Assessment <ul style="list-style-type: none"> • Obtain product releases consistent with OS • Test against current software functionality • Determine compatibility issues <ul style="list-style-type: none"> ○ Configure for optimal settings and configuration ○ Determine Standards and methods for interoperability 		

- Determine compatibility with infrastructure, core workstations and server environments
 - Test against core loads
 - Where applicable, test against above-core software (including PDAs)
- Document test results
- Script and script testing
- Security Review
- QA testing
- Develop Plan for Upgrade
- Present Operational Readiness Review to CCB
- Disposition, method, and schedule for deployment
- Determine software delivery schedule
- Coordinate training with non-ODIN contractor.

ODIN-HQ-17, Help Desk Ticket Summary Report

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. CONTRACT #: NAS5-98140 D.O. TBD 2. DRD #: ODIN-HQ-17 Page 1 of 1
3. TITLE: Help Desk Ticket Summary Report		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORT	5. FREQUENCY OF SUBMISSION: Monthly, ten working days after the end of each month.	
6. DISTRIBUTION: DOCOTR & Others designated by DOCOTR	7. INITIAL SUBMISSION: Ten working days after the end of the month in which the contract starts.	
8. REMARKS: The Contractor shall generate, maintain, and submit a monthly summary report of all help desk tickets.		
DATA REQUIREMENT DESCRIPTION		
9. USE: To identify trends and provide corrective actions where needed.		10. REFERENCE: HQ DO2 III.B.3.c
		11. INTERRELATIONSHIP:
12. PREPARATION INFORMATION: <p>This summary report will include an accumulation of all help desk tickets from the beginning of the delivery order. This report will be in spreadsheet format and will have three columns of descriptive information and as many additional, monthly ticket data columns, as needed to accommodate data for each partial and complete month in the delivery order.</p> <p>Column one will be titled, "<u>Request Type</u>", and the data items will be the entity type that performs the work, such as ODIN or ISEM. Additional entities may be added as they are identified and approved by the DOCOTR.</p> <p>Column two will be titled, "<u>Type of Service</u>", and the data items will be the type of work to be performed, such as, Account Administration, Communications, SW DEV, Maintenance, Customer Support, etc. For additional type of Service entries see the sample summary report, document BSS87, contained in the Bidders Library. New data items may be added and old ones deleted, as needed, with the DOCOTR's approval.</p> <p>Column three will be titled, "<u>Category</u>", and the data items should be more specific about the type of service to be accomplished. Entry examples would be, Desktop Move/Add/Change, Phone Services, Hardware, Catalog, Password Reset, Software for Home Use, etc. See the sample summary report contained in the Bidders Library for additional entries for the Category Column. With the DOCOTR's approval, data items may be added or deleted.</p> <p>The monthly ticket data columns will be labeled, beginning with the year and month of the contract start date, (e.g. 2004-08), and continuing through the entire delivery order performance period. Each month the number of tickets in each Request Type, Type of Service, Category row will be entered in that month's ticket data column. Tickets entered for each monthly ticket data column will be totaled at the bottom of each column. Monthly ticket data columns will never be removed as new columns are added, thereby building up a complete historical summary of all tickets opened by the help desk.</p>		

ODIN-HQ-18, Small Business Subcontract Reporting Requirements

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION NASA Headquarters Washington, DC 20546	<u>DATA</u> <u>REQUIREMENT</u> <u>DESCRIPTION</u>	1. Contract #: NAS5-98140 DO #: TBD 2. DRD #: ODIN-HQ-18 Page 1 of 1												
3. TITLE: Small Business Subcontract Reporting Requirements														
SUBMITTAL REQUIREMENTS														
4. TYPE: REPORTS / Electronic	5. FREQUENCY OF SUBMISSION: See Block 12.													
6. DISTRIBUTION: NASA CO; Delivery Order CO and other designees	7. INITIAL SUBMISSION: October 2004													
8. REMARKS: The Contractor shall submit the Standard Form 294 and the Standard Form 295 as described in Block 12.														
DATA REQUIREMENT DESCRIPTION														
9. USE: To report small and small minority business subcontracting achievements to the Small Business Administration.		10. REFERENCE: 52.219-9												
		11. INTERRELATIONSHIP:												
12. PREPARATION INFORMATION: <ul style="list-style-type: none"> ▪ The Contractor shall submit an original Standard Form 294 (SF 294), Subcontracting Report for Individual Contracts, for each to the cognizant Delivery Order Contracting Officer (DOCO). A copy of each SF 294 shall be sent to the NASA ODIN Contracting Officer (CO), Code 200.3 NASA/GSFC, Greenbelt, MD 20771. ▪ In addition to the SF 294, the Contractor shall prepare a report which includes the following elements: Small, small woman-owned, small disadvantaged, hub zone, and veteran-owned business subcontract dollars spent, plus each of these dollar numbers expressed as an independent percentage of the total delivery order (dollar) price for that period, as well as cumulatives by both dollars and percentages, by these categories, for the current period, and total cumulative delivery order duration. ▪ The Contractor shall submit the Standard Form 295 (SF 295), Summary Contract Report, to the GSFC ODIN Contracting Officer. A copy of the SF 295 shall be sent to NASA Headquarters, Code HS, 300 E. Street, S.W., Washington, DC 20546. If applicable, the SF 295 should include all NASA contracts, not just ODIN delivery orders. ▪ The report periods are due dates are as follows: <table style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="text-align: left;"><u>Reporting Period</u></th> <th style="text-align: left;"><u>Report Due</u></th> <th style="text-align: left;"><u>Date Due</u></th> </tr> </thead> <tbody> <tr> <td>October 1 – March 31</td> <td>SF 294</td> <td>April 30</td> </tr> <tr> <td>April 1 – September 30</td> <td>SF 294</td> <td>October 30</td> </tr> <tr> <td>October 1 – September 30</td> <td>SF 295</td> <td>October 30</td> </tr> </tbody> </table> 			<u>Reporting Period</u>	<u>Report Due</u>	<u>Date Due</u>	October 1 – March 31	SF 294	April 30	April 1 – September 30	SF 294	October 30	October 1 – September 30	SF 295	October 30
<u>Reporting Period</u>	<u>Report Due</u>	<u>Date Due</u>												
October 1 – March 31	SF 294	April 30												
April 1 – September 30	SF 294	October 30												
October 1 – September 30	SF 295	October 30												

Part VII. CONTRACT CLAUSES

1852.204-74 CENTRAL CONTRACTOR REGISTRATION (MAY 2002)

1852.204-74 Central Contractor Registration (May 2002) is hereby incorporated by reference.

1852.215-84 OMBUDSMAN (OCTOBER 2003)

(a) An ombudsman has been appointed to hear and facilitate the resolution of concerns from offerors, potential offerors, and contractors during the preaward and postaward phases of this acquisition. When requested, the ombudsman will maintain strict confidentiality as to the source of the concern. The existence of the ombudsman is not to diminish the authority of the contracting officer, the Source Evaluation Board, or the selection official. Further, the ombudsman does not participate in the evaluation of proposals, the source selection process, or the adjudication of formal contract disputes. Therefore, before consulting with an ombudsman, interested parties must first address their concerns, issues, disagreements, and/or recommendations to the contracting officer for resolution.

(b) If resolution cannot be made by the contracting officer, interested parties may contact the installation ombudsman, Olga M. Dominguez at NASA/HQ, Code OJ, Washington, DC 20546, phone: (202) 358-2800, Fax: (202) 358-3068, e-mail: olga.m.dominguez@nasa.gov. Concerns, issues, disagreements, and recommendations which cannot be resolved at the installation may be referred to the NASA ombudsman, the Director of the Contract Management Division, at 202-358-0445, facsimile 202-358-3083, e-mail james.a.balinskas@nasa.gov. Please do not contact the ombudsman to request copies of the solicitation, verify offer due date, or clarify technical requirements. Such inquiries shall be directed to the Contracting Officer or as specified elsewhere in this document.

(End of clause)

ALTERNATE I

(JUNE 2000)

(c) If this is a task or delivery order contract, the ombudsman shall review complaints from contractors and ensure they are afforded a fair opportunity to be considered, consistent with the procedures of the contract.

(End of clause)

1852.219-76 NASA 8 PERCENT GOAL (JULY 1997)

(a) Definitions. "Historically Black Colleges or University," as used in this clause, means an institution determined by the Secretary of Education to meet the requirements of 34 CFR Section 608.2. The term also includes any nonprofit research institution that was an integral part of such a college or university before November 14, 1986.

"Minority institutions," as used in this clause, means an institution of higher education meeting the requirements of section 1046(3) of the Higher Education Act of 1965 (20 U.S.C. 1135d-5(3)) which for the purposes of this clause includes a Hispanic-serving

institution of higher education as defined in section 316(b)(1) of the Act (20 U.S.C. 1059c(b)(1)).

"Small disadvantaged business concern," as used in this clause, means a small business concern that (1) is at least 51 percent unconditionally owned by one or more individuals who are both socially and economically disadvantaged, or a publicly owned business having at least 51 percent of its stock unconditionally owned by one or more socially and economically disadvantaged individuals, and (2) has its management and daily business controlled by one or more such individuals. This term also means a small business concern that is at least 51 percent unconditionally owned by an economically disadvantaged Indian tribe or Native Hawaiian Organization, or a publicly owned business having at least 51 percent of its stock unconditionally owned by one or more of these entities, which has its management and daily business controlled by members of an economically disadvantaged Indian tribe or Native Hawaiian Organization, and which meets the requirements of 13 CFR 124.

"Women-owned small business concern," as used in this clause, means a small business concern (1) which is at least 51 percent owned by one or more women or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women, and (2) whose management and daily business operations are controlled by one or more women.

(b) The NASA Administrator is required by statute to establish annually a goal to make available to small disadvantaged business concerns, Historically Black Colleges and Universities, minority institutions, and women-owned small business concerns, at least 8 percent of NASA's procurement dollars under prime contracts or subcontracts awarded in support of authorized programs, including the space station by the time operational status is obtained.

(c) The contractor hereby agrees to assist NASA in achieving this goal by using its best efforts to award subcontracts to such entities to the fullest extent consistent with efficient contract performance.

(d) Contractors acting in good faith may rely on written representations by their subcontractors regarding their status as small disadvantaged business concerns, Historically Black Colleges and Universities, minority institutions, and women-owned small business concerns.

(End of clause)

1852.223-71 FREQUENCY AUTHORIZATION (DECEMBER 1988)

1852.223-71 Frequency Authorization (December 1988) is hereby incorporated by reference.

1852.245-71 INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (JUNE 1998)

1852.245-71 Installation-Accountable Government Property (June 1998) is hereby incorporated by reference. Additionally, at (a) insert:

(1) Notify the cognizant property custodian, COTR, and the Installation Security Officer immediately if theft of Government property is suspected or property cannot be located.

(2) Identify Government property equipment that is no longer considered necessary for performance of the contract.

(3) Ensure that equipment is turned in to the Property Disposal Officer through the cognizant property custodian when no longer needed. This is the only

acceptable procedure for disposal of Government property.

(4) Do not relocate Government property within Government premises or remove Government property from Government premises without written approval.

(5) Contract Section A.1.14 additionally identifies the Contractor user responsibilities.

1852.245-77 LIST OF INSTALLATION-ACCOUNTABLE PROPERTY AND SERVICES (JULY 1997)

In accordance with the clause at 1852.245-71, Installation-Accountable Government Property, the Contractor is authorized use of the types of property and services listed below, to the extent they are available, in the performance of this contract within the physical borders of the installation which may include buildings and space owned or directly leased by NASA in close proximity to the installation, if so designated by the Contracting Officer.

- a. Office space, work area space, and utilities. Government telephones are available for official purposes only; pay telephones are available for contractor employees for unofficial calls.
- b. General- and special-purpose equipment, including office furniture.
 - 1) The Contractor shall not bring to the installation for use under this contract any property owned or leased by the Contractor, or other property that the Contractor is accountable for under any other Government contract, without the Contracting Officer's prior written approval.
- c. Publications and blank forms stocked by the installation.
- d. Safety and fire protection for Contractor personnel and facilities.
- e. Installation service facilities: office space, desks, standard phones, speaker phones, file cabinets, and lamps.
- f. Medical treatment of a first-aid nature for Contractor personnel injuries or illnesses sustained during on-site duty.
- g. Cafeteria privileges for Contractor employees during normal operating hours.
- h. Building maintenance for facilities occupied by Contractor personnel.
- i. The user responsibilities of the Contractor are defined in paragraph (a) of the clause at 1852.245-71, Installation-Accountable Government Property.

(End of clause)

GSFC 52.203-91 LIMITED RELEASE OF CONTRACTOR CONFIDENTIAL BUSINESS INFORMATION (JUNE 2002)

- a. NASA may find it necessary to release information submitted by the Contractor, either in response to this solicitation or pursuant to the provisions of this contract, to individuals not employed by NASA. Business information that would ordinarily be entitled to confidential treatment may be included in the information released to these individuals. Accordingly, by submission of this proposal, or signature on this contract or other contracts, the Contractor hereby consents to a limited release of its confidential business information (CBI).
- b. Possible circumstances where the Agency may release the Contractor's CBI include, but are not limited to, the following:
 - 1. To other Agency contractors and subcontractors, and their employees tasked with assisting the Agency in handling and

- processing information and documents in the evaluation, the award or the administration of Agency contracts, such as providing both pre-award and post award audit support and specialized technical support to NASA's technical evaluation panels;
- 2. To NASA contractors and subcontractors, and their employees engaged in information systems analysis, development, operation, and maintenance, including performing data processing and management functions for the Agency.
- c. Except where otherwise provided by law, NASA will permit the limited release of CBI under subparagraphs (1) or (2) only pursuant to non-disclosure agreements signed by the assisting contractor or subcontractor, and their individual employees who may require access to the CBI to perform the assisting contract).
- d. NASA's responsibilities under the Freedom of Information Act are not affected by this clause.
- e. The Contractor agrees to include this clause, including this paragraph (e), in all subcontracts at all levels awarded pursuant to this contract that require the furnishing of confidential business information by the subcontractor.

(End of clause)

GSFC 52.219-90 (OCTOBER 1999) SMALL BUSINESS SUBCONTRACTING PLAN AND REPORTS

- a. Subcontracting Plan (Contractor)
FAR clause 52.219-9, "Small Business Subcontracting Plan" is included in this contract. The agreed to Subcontracting Plan required by the clause is included as an attachment to the contract.
- b. Subcontracting Plan (Subcontractors)
In accordance with FAR clause 52.219-9, the Contractor must require that certain subcontractors adopt a plan similar to the Plan agreed to between the Contractor and the Government.
- c. Reporting to Contracting Officer (SF 294--Semi-annual and Final)
The Contractor shall prepare and submit Standard Form 294 (Rev. 12-98), "Subcontracting Report for Individual Contracts" in accordance with the instructions on the back of the form.
The SF 294 must be submitted to the Contracting Officer on a semi-annual basis. This report must be received no later than April 30 and October 30 each year for the reporting periods ending March 31 and September 30, respectively. A final SF 294 must be submitted after contract completion. The final SF 294 submittal must be received no later than the due date for what would have been the next semi-annual report.
- d. Reporting to NASA Headquarters (SF 295--Semi-annual)
The Contractor shall prepare and submit Standard Form 295 (Rev. 12-98), "Summary Subcontract Report" in accordance with the instructions on the back of the form and in accordance with NASA FAR Supplement clause 1852.219-75, "Small Business Subcontracting Reporting" of this contract. The SF 295 must be submitted to "NASA, Office of Procurement, Code HS, Washington, D.C. 20546-0001" on a semi-annual basis no later than April 30 and October 30 each year for the reporting periods ending March 31 and September 30, respectively.

- e. Subcontractor Reporting
FAR clause 52.219-9 and NASA FAR Supplement clause 1852.219-75 require that the Contractor ensure that SF 294 and SF 295 reports are submitted by those subcontractors that have been required to adopt a Subcontracting Plan under the terms of the clause. These subcontractor reports must be submitted as required by paragraphs (c) and (d) above. The reports may be submitted through the Contractor or submitted directly. Regardless, the Contractor is responsible for ensuring proper and timely submittal of the required reports.

(End of clause)

GSFC 52.223-91 (OCTOBER 2002) SAFETY AND HEALTH – ADDITIONAL REQUIREMENTS

- a. Other safety and health requirements. In addition to compliance with all Federal, state, and local laws as required by paragraph (b) of NFS clause 18-52.223-70, the Contractor shall comply with the following:
Reference DRD#: ODIN-HQ-8
- b. Reporting. The immediate notification and prompt reporting required by paragraph (d) of NFS clause 1852.223-70 shall be to the to the Goddard Space Flight Center Safety and Environmental Branch, Code 205.2, Tel 301-286-2281 and to the Contracting Officer. This should be a verbal notification and confirmed by FAX or E-Mail. This notification is also required for any unsafe or environmentally hazardous condition associated with Government-owned property that is provided or made available for the performance of the contract.

(End of Clause)

ELECTRONIC INFORMATION TECHNOLOGY (EIT) STANDARDS

This delivery order requires that applicable EIT can be accessed and used by people with disabilities in accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology Accessibility Standards (36 CFR part 1194), unless an exception under these regulations apply.

All services provided under this delivery shall be obtained in compliance with section 508 of the Rehabilitation Act of 1973 complying fully with the following Access Board technical and performance criteria.

§ 1194.21 Software applications and operating systems.

- a. When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.
- b. Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.

- c. A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.
- d. Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.
- e. When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.
- f. Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.
- g. Applications shall not override user selected contrast and color selections and other individual display attributes.
- h. When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.
- i. Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
- j. When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.
- k. Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.
- l. When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

§ 1194.22 Web-based intranet and internet information and applications.

- a. A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).
- b. Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.
- c. Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.
- d. Documents shall be organized so they are readable without requiring an associated style sheet.
- e. Redundant text links shall be provided for each active region of a server-side image map.

- f. Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.
- g. Row and column headers shall be identified for data tables.
- h. Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.
- i. Frames shall be titled with text that facilitates frame identification and navigation.
- j. Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.
- k. A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.
- l. When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.
- m. When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).
- n. When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.
- o. A method shall be provided that permits users to skip repetitive navigation links.
- p. When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

Note to §1194.22: 1. The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5, 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium:

Section 1194.22 Paragraph	WCAG 1.0 Checkpoint
(a)	1.1
(b)	1.4
(c)	2.1
(d)	6.1
(e)	1.2

(f)	9.1
(g)	5.1
(h)	5.2
(i)	12.1
(j)	7.1
(k)	11.4

2. Paragraphs (l), (m), (n), (o), and (p) of this section are different from WCAG 1.0. Web pages that conform to WCAG 1.0, level A (i.e., all priority 1 checkpoints) must also meet paragraphs (l), (m), (n), (o), and (p) of this section to comply with this section. WCAG 1.0 is available at <http://www.w3.org/TR/1999/WAI-WEBCONTENT-19990505>.

§ 1194.23 Telecommunications products.

- a. Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.
- b. Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.
- c. Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.
- d. Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.
- e. Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.
- f. For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.
- g. If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.
- h. Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.

- i. Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.
- j. Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.
- k. Products which have mechanically operated controls or keys, shall comply with the following:
 - 1. Controls and keys shall be tactilely discernible without activating the controls or keys.
 - 2. Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2 N) maximum.
 - 3. If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.
 - 4. The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.

§ 1194.24 Video and multimedia products.

- a. All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.
- b. Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.
- c. All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.
- d. All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.

- e. Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.

§ 1194.25 Self contained, closed products.

- a. Self contained products shall be usable by people with disabilities without requiring an end-user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.
- b. When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.
- c. Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).
- d. When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.
- e. When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.
- f. When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.
- g. Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
- h. When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.
- i. Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.
- j. Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:
 - 1. The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length (see [Figure 1](http://www.access-board.gov/sec508/figure1.htm) available at <http://www.access-board.gov/sec508/figure1.htm> of this part).
 - 2. Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.

3. Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.
4. Operable controls shall not be more than 24 inches behind the reference plane (see [Figure 2](http://www.access-board.gov/sec508/figure2.htm) available at <http://www.access-board.gov/sec508/figure2.htm> of this part).

§ 1194.26 Desktop and portable computers.

- a. All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).
- b. If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).
- c. When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.
- d. Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.

Subpart C -- Functional Performance Criteria

§ 1194.31 Functional performance criteria.

- a. At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.
- b. At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.
- c. At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.
- d. Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.
- e. At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.
- f. At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.

Subpart D -- Information, Documentation, and Support

§ 1194.41 Information, documentation, and support.

- a. Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.
- b. End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.
- c. Support services for products shall accommodate the communication needs of end-users with disabilities.

Figures to Part 1194

Figure 1 available at <http://www.access-board.gov/sec508/figure1.htm>

Figure 2 available at <http://www.access-board.gov/sec508/figure2.htm>

1. Section 508 does not apply to national security systems, as that term is defined in section 5142 of the Clinger-Cohen Act of 1996 (40 U.S.C. 1452).
2. The Access Board is an independent Federal agency established by section 502 of the Rehabilitation Act (29 U.S.C. 792) whose primary mission is to promote accessibility for individuals with disabilities. The Access Board consists of 25 members. Thirteen are appointed by the President from among the public, a majority of who are required to be individuals with disabilities. The other twelve are heads of the following Federal agencies or their designees whose positions are Executive Level IV or above: The departments of Health and Human Services, Education, Transportation, Housing and Urban Development, Labor, Interior, Defense, Justice, Veterans Affairs, and Commerce; the General Services Administration; and the United States Postal Service.
3. Whenever the Access Board revises its standards, the Federal Acquisition Regulatory Council is required to revise the FAR, and each appropriate Federal agency is required to revise its procurement policies and directives within six months to incorporate the revisions.
4. 48 CFR Chapter 1, part 2, §2.101 Definitions Information Technology (c).

1852.219-75 SMALL BUSINESS SUBCONTRACTING REPORTING

1852.219-75 Small Business Subcontracting Reporting is hereby incorporated by reference.

ATTACHMENT A - HQ ODIN ORDERING QUANTITIES

The following list reflects the total value of the monthly ordered seats and service levels for all seat categories. The initial monthly detailed listing for September 2004 will be based on estimated quantities for August 2004 and may change if the September requirements change. The individual monthly detailed listings are incorporated by modification to this Delivery Order.

Delivery Order Month	Month/Year	Modification Number	Monthly Dollar Value of Ordered Seats and Services Levels
Initial Estimate	Sep 2004		
1	Sep 2004		
2	Oct 2004		
3	Nov 2004		
4	Dec 2004		
5	Jan 2005		
6	Feb 2005		
7	Mar 2005		
8	Apr 2005		
9	May 2005		
10	Jun 2005		
11	Jul 2005		
12	Aug 2005		
13	Sep 2005		
14	Oct 2005		
15	Nov 2005		
16	Dec 2005		
17	Jan 2006		
18	Feb 2006		
19	Mar 2006		
20	Apr 2006		
21	May 2006		
22	Jun 2006		
23	Jul 2006		
24	Aug 2006		
25	Sep 2006		
26	Oct 2006		
27	Nov 2006		
28	Dec 2006		
29	Jan 2007		
30	Feb 2007		
31	Mar 2007		
32	Apr 2007		
33	May 2007		
34	Jun 2007		
35	Jul 2007		
36	Aug 2007		
Total Dollar Amount of Ordered Seat/Service Level Services			

**ATTACHMENT B – HQ PRICE LIST FOR YEARS 1, 2, 3
(TO BE DETERMINED)**

See ODIN DO2 Attachment B HQ Price Model 20040317.xls and
ODIN DO2 Attachment B HQ Price Model Instructions 20040316.doc

ATTACHMENT C - SUMMARY OF METRICS PERFORMANCE RETAINAGE POOL (PRP) AMOUNTS

These lists will be completed during the Delivery Order.

C-1: DESKTOP USER SERVICES

Delivery Order Month	Month/Year	Monthly Retainage Amount Withheld	Amount Disbursed	Amount Not Disbursed	Cumulative Amount of Funds Being Held	Cumulative Amount of Funds Not Disbursed
1	Sep 2004					
2	Oct 2004					
3	Nov 2004					
4	Dec 2004					
5	Jan 2005					
6	Feb 2005					
7	Mar 2005					
8	Apr 2005					
9	May 2005					
10	Jun 2005					
11	Jul 2005					
12	Aug 2005					
13	Sep 2005					
14	Oct 2005					
15	Nov 2005					
16	Dec 2005					
17	Jan 2006					
18	Feb 2006					
19	Mar 2006					
20	Apr 2006					
21	May 2006					
22	Jun 2006					
23	Jul 2006					
24	Aug 2006					
25	Sep 2006					
26	Oct 2006					
27	Nov 2006					
28	Dec 2006					
29	Jan 2007					
30	Feb 2007					
31	Mar 2007					
32	Apr 2007					
33	May 2007					
34	Jun 2007					
35	Jul 2007					
36	Aug 2007					
Total Value of MPRP (Withheld, disbursed, not disbursed)						

C-2: PRINTER SERVICES

Delivery Order Month	Month/Year	Monthly Retainage Amount Withheld	Amount Disbursed	Amount Not Disbursed	Cumulative Amount of Funds Being Held	Cumulative Amount of Funds Not Disbursed
1	Sep 2004					
2	Oct 2004					
3	Nov 2004					
4	Dec 2004					
5	Jan 2005					
6	Feb 2005					
7	Mar 2005					
8	Apr 2005					
9	May 2005					
10	Jun 2005					
11	Jul 2005					
12	Aug 2005					
13	Sep 2005					
14	Oct 2005					
15	Nov 2005					
16	Dec 2005					
17	Jan 2006					
18	Feb 2006					
19	Mar 2006					
20	Apr 2006					
21	May 2006					
22	Jun 2006					
23	Jul 2006					
24	Aug 2006					
25	Sep 2006					
26	Oct 2006					
27	Nov 2006					
28	Dec 2006					
29	Jan 2007					
30	Feb 2007					
31	Mar 2007					
32	Apr 2007					
33	May 2007					
34	Jun 2007					
35	Jul 2007					
36	Aug 2007					
Total Value of MPRP Retainage Pool (Withheld, disbursed, not disbursed)						

C-3: FAX Services

Delivery Order Month	Month/Year	Monthly Retainage Amount Withheld	Amount Disbursed	Amount Not Disbursed	Cumulative Amount of Funds Being Held	Cumulative Amount of Funds Not Disbursed
1	Sep 2004					
2	Mar 2004					
3	Apr 2004					
4	May 2004					
5	Jun 2004					
6	Jul 2004					
7	Aug 2004					
8	Sep 2004					
9	Oct 2004					
10	Nov 2004					
11	Dec 2004					
12	Jan 2005					
13	Feb 2005					
14	Mar 2005					
15	Apr 2005					
16	May 2005					
17	Jun 2005					
18	Jul 2005					
19	Aug 2005					
20	Sep 2005					
21	Oct 2005					
22	Nov 2005					
23	Dec 2005					
24	Jan 2006					
25	Feb 2006					
26	Mar 2006					
27	Apr 2006					
28	May 2006					
29	Jun 2006					
30	Jul 2006					
31	Aug 2006					
32	Sep 2006					
33	Oct 2006					
34	Nov 2006					
35	Dec 2006					
36	Jan 2007					
Total Value of MPRP Retainage Pool (Withheld, disbursed, not disbursed)						

C-4: CATALOG PURCHASES

Delivery Order Month	Month/Year	Monthly Retainage Amount Withheld	Amount Disbursed	Amount Not Disbursed	Cumulative Amount of Funds Being Held	Cumulative Amount of Funds Not Disbursed
1	Sep 2004					
2	Oct 2004					
3	Nov 2004					
4	Dec 2004					
5	Jan 2005					
6	Feb 2005					
7	Mar 2005					
8	Apr 2005					
9	May 2005					
10	Jun 2005					
11	Jul 2005					
12	Aug 2005					
13	Sep 2005					
14	Oct 2005					
15	Nov 2005					
16	Dec 2005					
17	Jan 2006					
18	Feb 2006					
19	Mar 2006					
20	Apr 2006					
21	May 2006					
22	Jun 2006					
23	Jul 2006					
24	Aug 2006					
25	Sep 2006					
26	Oct 2006					
27	Nov 2006					
28	Dec 2006					
29	Jan 2007					
30	Feb 2007					
31	Mar 2007					
32	Apr 2007					
33	May 2007					
34	Jun 2007					
35	Jul 2007					
36	Aug 2007					
Total Value of MPRP Retainage Pool (Withheld, disbursed, not disbursed)						

ATTACHMENT D - SUMMARY OF PERFORMANCE RETAINAGE POOL (PRP) AMOUNTS

This list will be completed during the Delivery Order.

Delivery Order Month	Month/Year	Monthly Retainage Amount Withheld	Amount Disbursed	Amount Not Disbursed	Cumulative Amount of Funds Being Held	Cumulative Amount of Funds Not Disbursed
1	Sep 2004					
2	Oct 2004					
3	Nov 2004					
4	Dec 2004					
5	Jan 2005					
6	Feb 2005					
7	Mar 2005					
8	Apr 2005					
9	May 2005					
10	Jun 2005					
11	Jul 2005					
12	Aug 2005					
13	Sep 2005					
14	Oct 2005					
15	Nov 2005					
16	Dec 2005					
17	Jan 2006					
18	Feb 2006					
19	Mar 2006					
20	Apr 2006					
21	May 2006					
22	Jun 2006					
23	Jul 2006					
24	Aug 2006					
25	Sep 2006					
26	Oct 2006					
27	Nov 2006					
28	Dec 2006					
29	Jan 2007					
30	Feb 2007					
31	Mar 2007					
32	Apr 2007					
33	May 2007					
34	Jun 2007					
35	Jul 2007					
36	Aug 2007					
Total Value of PRP (Withheld, disbursed, not disbursed)						

ATTACHMENT E - TABLE SUMMARY OF SEATS AND SERVICES

E-1: DESKTOP SEATS

Computer Service Level Matrix	Seat Type (Mac and PC)									
NASA HQ	GP1, Entry Level	GP1, High End	GP3, Entry Level	GP3, High End	GP3 Lightweight, entry Level	GP3 Lightweight, High End	MA1, Entry Level	MA1, High End	ODIN Appl SW Licenses	Multiple Customer Computer Seat
Computer Platform										
None									S	S
Entry-Level	S		S		S		S			
Mid Level										
High-End		S		S		S		S		
ODIN Appl Software										
None										
Standard Application Software Suite	S	S	S	S	S	S	S	S	S	S
Hardware Maintenance										
None									S	S
Basic										
Regular										
Premium	S	S	S	S	S	S	S	S		
Enhanced										
Critical	O	O	O	O	O	O	O	O		
System Software Maintenance										
None									S	S
Basic										
Regular										
Premium	S	S	S	S	S	S	S	S		
Enhanced										
Critical	O	O	O	O	O	O	O	O		
ODIN-Appl SW Maintenance										
None										
Basic										
Regular										
Premium	S	S	S	S	S	S	S	S	S	S
Enhanced										
Critical	O	O	O	O	O	O	O	O		
Hardware Tech Refresh										
None	O	O	O	O	O	O	O	O	S	S
Basic										
Regular										
Premium	S	S	S	S	S	S	S	S		
Enhanced	O	O	O	O	O	O	O	O		
Software Tech Refresh										
None									S	S
Regular	S	S	S	S	S	S	S	S		
Enhanced										

Computer Service Level Matrix	Seat Type (Mac and PC)									
NASA HQ	GP1, Entry Leve	GP1, High End	GP3, Entry Level	GP3, High End	GP3 Lightweight, entry Level	GP3 Lightweight, High End	MA1, Entry Level	MA1, High End	ODIN Appl SW Licenses	Multiple Customer Computer Seat
Moves, Adds, Changes										
None									S	
Regular	S	S	S	S	S	S	S	S		S
Enhanced										
LAN Services										
No ODIN supplied network connection	S	S	S	S	S	S	S	S	S	S
Standalone										
Remote-S LAN access										
Remote-W LAN access										
Regular LAN access										
Fast LAN access										
Huge LAN access										
Integrated Customer Support/Help Desk										
Basic										
Regular	S	S	S	S	S	S	S	S	S	S
Enhanced	O	O	O	O	O	O				
Training										
None	S	S	S	S	S	S	S	S	S	S
Basic										
System Administration										
Basic									S	
Regular	S	S	S	S	S	S	S	S		S
Enhanced										
Shared Peripheral Services										
None	S	S	S	S	S	S	S	S	S	S
Basic										
Regular										
Enhanced										
File services										
None	S	S	S	S	S	S	S	S	S	S
Basic										
Regular										
Enhanced										
Local Data Backup / Restore										
None	S	S	S	S	S	S	S	S	S	S
Basic										
Regular										
Enhanced										

Computer Service Level Matrix	Seat Type (Mac and PC)									
NASA HQ	GP1, Entry Leve	GP1, High End	GP3, Entry Level	GP3, High End	GP3 Lightweight, entry Level	GP3 Lightweight, High End	MA1, Entry Level	MA1, High End	ODIN Appl SW Licenses	Multiple Customer Computer Seat
Desktop Conferencing										
None	S	S	S	S	S	S	S	S	S	S
Basic										
Enhanced										
Laptop Loaner Pool Management										
None	S	S	S	S	S	S	S	S	S	S
Basic			O	O	O	O				
Docking Station / Port Replicator										
None	S	S	S	S	S	S	S	S	S	S
Basic			O	O	O	O	O	O		
ODIN Technician Access										
Normal	S	S	S	S	S	S	S	S	S	S
Basic	O	O	O	O	O	O	O	O		
Top Secret	O	O	O	O	O	O	O	O		
ODIN Computer Isolation										
None	S	S	S	S	S	S	S	S	S	S
Restricted	O	O	O	O	O	O	O	O		
Basic										

Types of Service and Service Levels shown in **Red** represent changes from the standard service model.

E-2: FAX SEATS

FAX Service Level Matrix	FAX Seat Type		
NASA HQ	FAX 1	FAX 2	FAX 3
FAX Platform			
Standard	S		
Portable		S	
Enhanced			S
Moves, Adds, Changes			
Regular	S	S	S
Enhanced			
Restore to Service			
Basic			
Regular			
Premium	S	S	S
Enhanced			
Critical			
Option Set			
None	S	S	S
Secure	O	O	O
Mission Critical	O	O	O

E-3: PRINTER SEATS

Printer Service Level Matrix	Black and White			Color		
NASA HQ	PRN BW1 - low capacity	PRN BW2 - Mid capacity	PRN BW3 - High capacity	PRN C1 - low capacity	PRN C2 - Mid capacity	PRN C3 - High capacity
Printer Platform						
Low Capacity Black & White	S					
Mid Capacity Black & White		S				
High Capacity Black & White			S			
Low Capacity Color				S		
Mid Capacity Color					S	
High Capacity Color						S
Hardware Maintenance						
None						
Basic						
Regular						
Premium	S	S	S	S	S	S
Enhanced						
Critical						
Hardware Tech Refresh						
None						
Basic						
Regular						
Premium	S	S	S	S	S	S
Enhanced						
Moves, Adds, Changes						
Regular	S	S	S	S	S	S
Enhanced						
Integrated Customer Support/Help Desk						
Basic						
Regular	S	S	S	S	S	S
Enhanced						

ATTACHMENT F - LISTING OF ACCEPTED SEAT CERTIFICATIONS**DATE: 2/01/2004 (REFERENCE MASTER CONTRACT ATTACHMENT R)**

The systems that have been IV&V-certified and are accepted by the Government as satisfying the applicable quarter's minimum performance requirements are set forth below. This list will be completed during the Delivery Order.

Quarter (Beginning date)	Seat	Platform	System Configuration	Date IV&V certified	Rating
Q24 (Oct 2004)					
Q25 (Jan 2005)					
Q26 (Apr 2005)					
Q27 (Jul 2005)					
Q28 (Oct 2005)					
Q29 (Jan 2006)					
Q30 (Apr 2006)					
Q31 (Jul 2006)					
Q32 (Oct 2006)					
Q33 (Jan 2007)					
Q34 (Apr 2004)					
Q35 (Jul 2004)					

Attached are copies of the IV&V certifications.

ATTACHMENT G – HQ Desktop Hardware / Software Baseline Product Suite

Reference: ODIN DO2 Attachment G HQ Desktop Hardware-Software Baseline Product Suite 20040213

ATTACHMENT H – TRIAGE 1, 2, 3, AND CALL LIST HARDWARE / SOFTWARE

Reference: ODIN DO2 Attachment H - 1,2,3 and Call List 20040317.xls

ATTACHMENT I – NOT USED BY NASA HQ

ATTACHMENT J - INTEGRATED FINANCIAL MANAGEMENT (IFM) SUPPORT

The Contractor shall provide IFM application support as defined below:

1. The ODIN Contractor shall test and integrate the IFM software into the Center Standard Load.
2. The ODIN Contractor shall support pre-deployment activities through:
 - a. Participation in kickoff, planning and project meetings and workshops as appropriate
 - b. Participation in unit or system tests as appropriate
 - c. Assistance in the installation of development or project related software (e.g. Lotus Notes client, VISIO, etc.)
 - d. Modification of ODIN supported services (e.g. printer queue support, port definition, etc.)
3. The ODIN Contractor shall test, validate, and deploy new IFM modules/components through:
 - a. Configuration of desktops for test and validation purposes that may differ from the IFM Desktop Requirements Document.
 - b. Support desktops for training purposes that may differ from the IFM Desktop Requirements Document.
 - c. Perform module rollout to identified ODIN supported desktops in accordance with official center schedules and milestones.
4. The ODIN Contractor shall install and make operational specific versions of core software as specified in IFM Desktop Requirements Document for supported seats.
5. The Contractor shall update the user's baseline seat configuration to include appropriate IFM software.
6. The ODIN Contractor shall provide pre and post rollout/update reports to the DOCOTR/TMR or designee(s) that will include the following:
 - a. IFM user, scheduled/implemented date of the rollout/update
 - b. The user's software versions of the IFM client(s) and applicable supporting software
 - c. IFM user's desktop hardware configuration (i.e.: memory and available storage space)
7. IFM Client and Web Service:

The ODIN Contractor shall provide the following:

- a. Installation and support of the specific version of core software as specified in IFM Desktop Requirements Document.
- b. Installation on the desktop seat of a new release or version upgrade within 45 days of written notification that the software is available on the IFM software distribution server site.

- c. Installation of approved requests for an initial (new user) load in accordance with the schedule of the subscribed service level of E.3.1.8 MOVES, ADDS, CHANGES.
 - d. Installation on the desktop seat emergency updates/patches/fixes within 5 days of written notification that the software is available on the IFM software distribution server site.
 - e. Perform help desk function for IFM related calls in accordance with subscribed service levels.
 - 1. Perform help desk function for IFM related calls as Triage Level 2.
 - 2. Assist IFM Integration Project to:
 - (I) Ensure appropriate IFM printer queues are assigned and functioning
 - (II) Resolve trouble situations.
8. The ODIN Contractor shall attend and support meetings with IFM support staff as requested by the ODIN DOCOTR/TMR or designee.

ATTACHMENT K – Not used by NASA HQ

ATTACHMENT L – Not used by NASA HQ

ATTACHMENT M – NASA HEADQUARTERS INVENTORY

Reference: Attachment M - NASA HQ Inventory 20040315.xls

ATTACHMENT N – SAFETY AND HEALTH PLAN – TO BE FURNISHED BY THE CONTRACTOR

ATTACHMENT O – SUB-CONTRACTING PLAN – TO BE FURNISHED BY THE CONTRACTOR

Provide in accordance with Master Contract paragraph C, Objectives, subparagraph C.3.2.1

ATTACHMENT P – LIST OF NON-ODIN CONTRACTORS

Reference:

ODIN DO2 Attachment P NASA Headquarters Contractor Interfaces 20040317.xls

ATTACHMENT Q – OIG SERVICE CLARIFICATION

Reference: Attached Draft Memo Below

It is anticipated that this memo will be incorporated in its entirety as part of the ODIN Delivery Order 2 prior to DO award.

TO: AO/Chief Information Officer

FROM: W/Inspector General

SUBJECT: Information Technology Security Policy

The purpose of this memorandum is to update the existing Office of Inspector General (OIG) Information Security Policy on ODIN systems. As stated within the original memorandum, The Inspector General Act of 1978, as amended, 5 U.S.C. Appendix provides that the Inspector General (IG) is established as an independent unit within the Agency, and cannot be prevented by the Agency from carrying out any audit or investigation under the Act. The original OIG Information Security policy further stated that centrally or remotely managed applications not be installed on OIG operated computer systems, as well as specific requirements for on-site support. With the continuing advances in today's information technology, and the need to protect the integrity of our sensitive data from compromise, the OIG is moving their Information Technology (IT) resources to a Virtual Private Network (VPN). This requires an update to our existing Information Security Policy on ODIN systems with regards to System Administration.

System Administration Service Levels shall be supported as stated by their negotiated follow-on delivery order with an exception for the following service characteristics:

1. No remote management services. None of the following central computer management services/tools shall be installed:
 - software distribution
 - remote help desk
 - computer tracing
 - data backup
 - inventory control
2. Establish User ID per Center Direction.
3. ODIN Contractor shall provide software loads, bug fixes, security patches, and /or upgrades to the Government via CD or DVD.
4. Contractor shall only provide computer support when the Government personnel are present.

The updates to our Information Security Policy on ODIN systems, as stated above, are required to ensure that sensitive information stored on OIG operated computer systems is accessed by OIG personnel only, as well as, provide continued desktop support to the OIG once the IT resources are migrated to the VPN. If any questions arise, or clarification is needed, please call Louis Benavides, IT Specialist, at (202)358-0737, or

insert RMO contact info here. This memorandum supercedes the Information Technology Security Policy memorandum dated November 26, 2001.

Robert W. Cobb
Inspector General

cc:
GSFC/200.3/ Gary Cox, Program Manager
Outsourcing Desktop Initiative for NASA

ATTACHMENT R – PROCESSES AND PROCEDURES

Reference:

ODIN DO2 Attachment R NASA Headquarters Process and Procedures 20040317.xls